

DIPLOMAT NEWS

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*

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

NEW

TEXT US !!

You can now contact us via Text Messaging or SMS

Have an issue? Need to book a service? Have a quick question?

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

2025 SWIMMING SEASON 2025

LOOKING FORWARD TO A NEW POOL SEASON

The winter of 2025, was exceptionally colder and definitely snowier than most winters we have had in the past 10 years. As soon as the springtime weather starts to become milder, many pool owners can't wait to spend time in their backyards. Pool owners should expect to use their backyard pools more often and spend more quality time at home with family and friends. As the costs of everyday life seem to be constantly increasing, having your own backyard oasis saves the travelling and its associated expenses of going to that water park or cottage.

As the threats of tariffs will start to effect pricing of Pool and Spa goods, many of our everyday products such as chemicals, the prices have been secured and at this time don't see any increase in costs.

Diplomat Pools and Spas has been in business 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 and have changed their backyard and home lifestyles.

Diplomat Pools & Spas offers quality Aboveground Swimming Pools and a wide selection of Spas & Hot Tubs. Our new model line-up of Sunrise spas, 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. Visit our showroom to see & feel the benefits of owning a spa or hot tub.

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

We also offer computerized water analysis for pools or hot tubs, Canadian made Pool Protect brand Pool and Spa Protect Hot Tub chemicals, a wide selection and stock of replacement parts, toys, accessories and services for any of your backyard pool and hot tub needs.



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

VARIABLE SPEED POOL PUMPS

Looking to save \$\$ on your electric bill?

Having a variable speed pool pump installed with your filtration system allows for a lower operational speed of the pump motor, which results in reduction of water flow rate and thus a reduction in electrical energy consumption.

Reducing the water flow rate can actually help the filter catch smaller particles and still continue to distribute the chemicals throughout the pool water.

Variable speed pumps are now available to retro-fit most inground pools. Pool owners have noticed between a 60% to 75% reduction in their electrical consumption and on their monthly bill. **Visit us in the store for more information**

SAFETY COVERED POOLS

Safety covered pools allow the pool water level from rain and melted snow to constantly increase as soon as the pool is winterized. By early spring the water level can be over the skimmer opening and higher. If the pool will be open in the upcoming weeks then deal with the water level when the pool is opened,...at that time you will be vacuuming the floor bottom and discharging the pool water at the same time.

If the pool is not opened in April, the longer it sits closed, the greener the water can get from Algae formation and fine dirt settling out. Whenever the pool is opened an algae treatment will be necessary at that time to restore the pool's water clarity.

Adding Pool Degreaser will help with the initial treatment once the pool is opened

Adding Algicide to the pool water under the cover can help with limiting Algae forming.

WHAT'S NEW IN 2025

NEW EXCLUSIVE BRAND PRODUCT LINE-UP

We are excited to be an Exclusive Retailer of the Moov Pool Products Brand. Moov is a manufacturer of cutting edge, high performing products that optimize energy efficiency and will enhance your lifestyle. They have Wi-Fi app controlled products such as variable speed pumps, lighting systems, heat pumps, salt systems and cleaners. Their line-up features a replacement lighting system for most existing lighting systems.

We will be featuring a Coloured LED Bulb replacement lighting option as a replacement to the standard AquaLamp lighting system and adding an app based colour selector.

Learn about their products in-store or at moovpool.com or on our website diplomatpools.com

CORDLESS ROBOT CLEANERS

We are still offering Madimack's exclusive line-up of cordless robotic cleaners that feature state of the art swimming pool cleaning technology and boast the longest endurance time up to 8hrs before re-charging the cleaner's powerful advanced lithium battery.



POOL PROTECT AQUA DUO SANITIZER

Pool Protect's new Aqua Duo Sanitizing Tablet is a dual layer stabilized chlorine puck that has replaced our stand alone Aquafoot sanitizer product. It is a 300g tablet that has a fast acting chlorine (blue layer) with a long acting chlorine (white layer) that allows for a full week application. The double action product still features Zinc oxide and provides better stability of water parameters over time. Think of it like a mini shock treatment (chlorine boost) along with a slower releasing chlorine.



HAYWARD SALT SYSTEMS

A new model Line-up of Inground Pool Salt Systems are now available. The Hayward Aquarite S3 systems and S3 replacement cells are available exclusively from authorized Hayward certified Dealers.

The S3 system and replacement cells come in a S340 and S325 model. The systems offer many enhancements with easy diagnostic features.

The new S3 cells feature see through window and are compatible as a direct replacement for older Turbocell models.



HEAT PUMPS

Although not necessarily new to the industry, the technology has vastly improved. Heat pumps offer an alternative to traditional natural gas or propane heating a swimming pool using 100% electricity.

A pool heat pump uses electricity and does not actually generate heat. Instead heat pumps have a fan which draws in heat from the outside air and then is circulated through an outer evaporator coil.

Refrigerant in that coil, eventually transforms into a hot gas that passes through a water heat exchanger. Pool water passes across the hot heat exchanger which transfers the heat to the swimming pool water that will end up getting re-circulated through the pool.

We carry the Hayward, Madimack and MoovLine-up of Heat Pumps.



**THINKING OF SPENDING FAMILY TIME
IN A SPA OR HOT TUB?**

**BEFORE YOU TAKE THE PLUNGE
SEE US FIRST!**

**VISIT OUR WEBSITE OR VISIT OUR SHOWROOM
TO VIEW OUR NEW LINE-UP OF SUNRISE SPAS
HOT TUB MODELS**



GET ON THE LIST

Join our e-list and receive information on our latest promotions, flyers, pool tips, reminders.

Visit our new website or sign-up in store

www.diplomatpools.com

RATE US AND TELL US WHAT YOU THINK

We need you to let us know,...

When we are great as well as when we aren't

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

WE ARE HIRING

Join our team at Diplomat Pools & Spas this summer

We are seeking hardworking, outgoing, responsible and reliable college and university students to work with us.

This is a fast paced environment. There is no experience required. We provide In-store training and online courses.

If you like interacting with customers and are willing to come to work every day with a great attitude and strong work ethic...this is the place for you.

**Email your resume to liz@diplomatpools.com
or drop off resume in store**

BEFORE YOU CALL OR COME IN

**Need a replacement part or accessory for your pool?
Here are some tips to make the task a lot easier.**

JUST BRING IT IN

**If possible, Bring in the old or damaged item.
This helps us easily identify what you need.**

RECORD IT

Record any Model numbers if available off of the unit or assembly. Model numbers can help us identify the assembly that the part may belong to

TAKE A PIC

Take some pics, they can easily help us identify the part and also the situation or location that it is in.

When taking pics, take a close-up, an angle and an overall shot. The overall shot can help because it will show the set-up of the item especially when replacing plumbing as there may be other items that need to be changed out as well.

E-MAIL US

**Send us your pics and description, we can respond to you
E-mail us at info@diplomatpools.com**

TEXT US *NEW*

**Send us your pics and description, we can respond to you
TEXT us at 905-839-8399**

It's the same number you would use to call us at

When it comes to replacement parts and plumbing supplies, we carry a large inventory of the most common parts and accessories for pools and hot tubs

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

CLEARING UP ALGAE IN SWIMMING POOL WATER

To get rid of algae in pool water these steps must be followed - if not the algae will re-occur. Algae is extremely difficult to destroy as it doubles every 20 minutes. If algae has been growing in your pool for many days it may take even longer to restore the pool water to its clear appearance.

BEFORE YOU START TREATING THE ALGAE

- Filtration system must be operating properly and running continuously. **NO TIMERS**
- Its important to ensure that the water is re-circulating for an effective algae clean-up
- Use a wall brush to scrub algae off the pool wall & floor. Clean brush after use
- Remove excessive leaves and other debris from swimming pool
- Pool must not be covered, remove any solar covers, etc,...

TREATING THE ALGAE

- 1.) **SUPERCHLORINATE** the pool water, Overdose it with a chlorine based shock such as **SHOCK PLUS, CHLOR GRAN, or Liquid Chlorine.**

MORE DOSES WILL BE REQUIRED IF POOL IS EXTREMELY GREEN

- 2.) **1 HOUR LATER**, add 1 bottle of **ALG-PRO 60** to help kill the algae
Pool water will change from a green colour to a white cloudy colour.
If the water is still green after 4 hrs, Superchlorinate the pool water once again
- 3.) Once the water has no visible green colour, but it is cloudy add 1 bottle of **SPARKLE PHOS** to the water. **KEEP THE POOL PUMP RUNNING** for 24 hrs
- 4.) If dead algae has settled on to the pool floor, vacuum the settled algae out of the pool on the **DRAIN** or **WASTE** filter position. The water level will drop so raise the water level first
- 5.) Add a dosage of **SPARKLE** and/or **CLARI TABS** to help clarify the pool water.
Follow-up with a **FILTER CLEANER** treatment
- 6.) Have pool water **ANALYZED** and **BALANCED** to help prevent algae re-growth.
Use a **SIMPLICITY** kit to help maintain proper swimming pool water

***Pools with Cartridge Filter Filtration systems cannot follow the exact procedure above**

For a more detailed and personalized treatment procedure visit us in the store.
Let us help you in fighting the algae in your pool and getting it back to its sparkling clear state.



NEW LOOK... SAME PERSONALIZED SERVICE

Water Balance

Water balance is the governing factor for proper water maintenance. When water is out of balance, pool/spa water chemicals will not work properly or efficiently, thus increasing the maintenance cost of your pool/spa.

Balanced water is neither corrosive or scale forming. Balancing swimming pool or spa water will require proper levels of up to 15 parameters that may be checked at our water analysis lab.

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

A store water analysis should be performed at least once a month.

Why Balance your pool/spa water?

Balanced pool / spa water will:

Look and feel better:

- Unbalanced water will appear cloudy or murky
- Unbalanced water will feel uncomfortable

Protect your investment:

- Unbalanced water can damage pool equipment
- Such as the heat exchanger in your gas heater
- Unbalanced water can damage pool surfaces
- Wrinkling and staining of vinyl liner

Save money:

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

Neglected pools or water that has not been checked in months can have levels that are much lower than ideal. The lower the levels, the more balancing chemicals will be needed to bring the water back to a balanced or ideal condition. Irreversible damage can occur when the water balance is not in an ideal state.

DON'T FORGET ABOUT ADDING SKIN SILK TO YOUR POOL WATER

SKIN SILK is present all year in your pool and adds anti-corrosion effects that help protect against rust on equipment, and accessories. It also increases the overall efficiency of sanitizers, oxidizers, and algacide in the pool and results in fewer green water problems overall



THINKING OF OWNING A SPA

What can owning a Sunrise Spas Hot Tub Mean to you ?

QUALITY TIME WITH THE FAMILY

The warm, gently bubbling water is a wonderful and healthy gathering spot for you and your loved ones. Spend quality time away from the television and other distractions and get to know one another again. Open up the lines of communication while you relax and unwind from your busy day at work or school



For sheer fun, relaxation, and relief from aching muscles and/or arthritis pain - spas and hot tubs can't be beat. Owning a spa or hot tub is one investment that you and your loved ones will truly enjoy, but can also be fully appreciated alone.

Not to mention, you can enjoy Hot water therapy throughout the whole year. Spring, Summer, Fall and Winter; a spa or hot tub can provide that escape any time of the year.

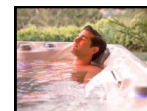
HYDROTHERAPY

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.



STRESS REDUCTION

Hot water therapy is one of the oldest forms of relaxation known to humanity. Reducing stress has numerous benefits for the heart, body, mind and soul. Less stress gives you more energy for the fun and productive parts of your life. .



VISIT OUR SHOWROOM OR WEBSITE TO SEE WHAT A SUNRISE SPAS HOT TUB CAN MEAN TO YOU



Canadian Made For Canadian Climates



SALT WATER CHLORINE SYSTEMS

All Salt Chlorination systems have an Electrolytic Cell that will convert Salt Water into Chlorine. This process is automated and repeated throughout the day. When that cell doesn't function as intended, the swimming pool water will go cloudy and eventually green if not attended to. The Electrolytic Cell or Salt Cell will have to be replaced at some point as it is a consumable product, it will degrade and diminishes chlorine output throughout its life cycle.

When to Replace a Salt Cell: Signs to look for:

- Age of Salt Cell - Typical life is 3 - 7 years.
- Pool water is constantly cloudy or green due to no or low chlorine production
- Control box will start to give false salt level readings or indicate Low Salt Levels.
- Scale build up in cell (upon inspection) Requires constant cleaning
- A cleaned cell is still not able to generate chlorine

Periodic Maintenance: All salt cells must be cleaned once or twice a season

How to Clean:

- A cap is needed to close off one end of the cell so that the cleaning solution remains in the cell. Different brand cells require different caps for this procedure. We have them available for purchase in store
- Purchase a Salt Cell Cleaner (**Pool Protect Salt Cell Saver**)
- Shut off pool pump & salt system controller, disassemble the salt cell from plumbing.
- Cap the end of the cell and allow for it to stand on its own.
- Pour entire bottle of **Salt Cell Saver** into capped Cell
- Allow to sit for 15 - 30 minutes, or when bubbling stops.
- Run water through the cell to wash-out **Salt Cell Saver** and clean out debris.
- Inspect the condition of the internal plates;
- If heavily calcified, you may need to repeat the cleaning process.
- Re assemble salt cell to pool's plumbing. Turn on pool pump and pool equipment

How to Prolong the Life of a Salt cell:

- Practice inspecting the salt cell roughly every 2 months or when issues develop
- Clean the Salt cell at the end of the season or beginning of the season
- Inspect and Clean if needed during the mid season
- Do not use Superchlorinate function; Use Salt Shock instead when the chlorine level needs to be increased or after a heavy bather load
- Turn off generator when applying salt and other pool chemicals to the pool water
- Balance Pool Water every 2- 3 weeks High pH promotes Scale Build-up

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SALT WATER SWIMMING POOL MYTHS

I DON'T USE CHLORINE, I HAVE A SALT WATER POOL

Salt water pools have chlorine generators that take salt water and produce chlorine. Salt water pools have as much or even more chlorine as a regular swimming pool. The main difference is that there is a generator that produces the chlorine as opposed to adding chlorine pucks or sticks.

I DON'T HAVE TO USE CHEMICALS, I HAVE A SALT WATER POOL

Salt water pools have a tendency to allow the pH of the pool water to rise and be higher than the ideal level. When having a high pH level, scale formation is likely to occur. A pH reducer and or a de-scaling product may be needed to maintain proper water balance.

Stabilizer must also be added more frequently through out the pool season to maintain chlorine residual in the water. **Salt One** is a blended stabilizer product that is specifically designed for salt water pools.

Throughout the course of a pool season, salt will be lost through backwashing, splashing, etc. Salt must be added to keep the generator running at its proper working level to maximize its efficiency.

Salt water pools also require maintenance chemicals. Salt generators produce chlorine to fight germs and bacteria, but the chlorine doesn't get rid of the build up in the water under constant use. An occasional shock treatment is needed to remove the chloramines (used up chlorine) from the water. Most chlorine generators have a shock or "boost" option, but it takes almost a full day for it to work. This can also lead to accelerated wear-and-tear on your generating cell that will need to be replaced.

A weekly dosage of **Salt Shock** will help get rid of the build-up in less than 30 minutes, and you don't have to worry about the high chlorine level that results with using the superchlorinate or boost option.

I DON'T HAVE TO DO A THING, I HAVE A SALT WATER POOL

A salt generating cell will accumulate a scale build-up in the electrolytic plates of the cell. This build up, reduces the efficiency and chlorine production of the cell and it will also cause your cell to create a false level of salt indicating a low salt condition. A decrease in water flow may also occur.

It is important to clean your salt generator at least once a season with a **Salt Cell Saver** product.

The Plain truth; Salt water pools require the same amount of water testing and water balancing as your traditional chlorine swimming pool. The pool water must be in balance in order to have efficient operation and longevity of the pool and its equipment.

BENEFITS OF DEALING WITH A PROFESSIONAL POOL DEALER

Your professional pool retailer / dealer should be your primary source for pool supplies, equipment, knowledge, experience and servicing ability. The main benefits of purchasing product from a professional pool retailer are the many years of experience, knowledge and support about the products and services they offer. Professional Pool Stores carry chemicals that are of a high and professional grade. Professional Dealers also provide accurate pool water testing and will eliminate any guess work of adding chemicals and water balancing. Pool equipment sold at Professional Retail Stores usually have different warranty periods, and when it comes to warranty claims the Pool Store often helps the consumer directly with the warranty claim.

POOL PUMPS



**Complete
Pump Service**

New Motors



**Leak Repairs
Parts In Stock**

**ALL MAJOR
BRANDS**

**REPAIRS TO
POOL PUMPS
SAME DAY SERVICE**

DON'T WAIT, ACT NOW !!

If you need any kind of service or product; whether it is a simple part, product, chemical or even a heater replacement; don't hesitate as we are predicting the demand for products and services to be much higher than ever before.

But more importantly, availability of the items may be a concern as suppliers, distributors and Diplomat pools & Spas are trying to manage and maintain their inventory.

Wait times could be a factor for the items as well as scheduling any service that may be required.

A reminder from last year, Many customers are stock piling the typical chemicals that they would use for their pool in a season, making sure they do not find themselves waiting for backordered and short supplied products

TO REPLACE YOUR FILTER SAND OR NOT?

One of the most overlooked components of your pool's recirculation system is the Sand filter, more importantly it's the actual sand that does the job of filtering up to 25 - 50 microns. As the sand filter gets older, it won't be able to filter out the finer particles any more. The filter's media needs to either be changed or cleaned. Over time the sand will hold on to grease deposits and scale that regular backwashing does not get rid of.

Replace the existing Sand with new Sand **Not recommended**
There will be a chance that the standpipe and laterals can break when the dial valve and existing sand is removed.

Clean and De-grease the existing Filter Sand **Recommended**
Cleaning the sand restores the condition of the sand and it is simple and easy to do

- Step 1** Perform a normal backwash to the sand filter for 3 to 5 minutes
2 Place dial valve handle to the Filter position
3 Pour 1 bottle of **FILTER CLEANER** into the pool pump
4 With the lid off, turn on the pump to get the filter cleaning solution into the filter
5 Let pump and filter sit in the off position for 5 - 8 hours or even overnight
6 Perform a regular Backwash to remove the Cleaning Solution out of the filter

Filter Sand cleaning is recommended yearly and/or after an issue with Algae in the pool

PROVIDING OVER 50 + YEARS OF CUSTOMER SERVICE



SIMPLICITY KIT

MAINTENANCE CHEMICAL PROGRAM

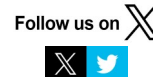
**EASY TO USE 3 STEP PROGRAM
ONCE A WEEK APPLICATION
12 WEEK SUPPLY IN ONE BOX**

AQUAFOOT ZAP END ALGAE 40

**For Aboveground Pools
Up to 50,000 L**

**For Inground Pools
Up to 90,000 L**

FOLLOW US ON SOCIAL MEDIA



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