

## What is simplsilver™?

- simplsilver™ is a combination of naturally occurring minerals and a small amount of silver oxide encapsulated in soluble silicon. Silver oxide is a chemical compound that has oxidising properties and is therefore used in cleaning applications.
- simplsilver™ is proven safe and used in many water treatment applications around the world.
- simplsilver™ comes to you packaged in a rigid plastic container for easy use.

## How does simplsilver™ work?

- simplsilver™, placed in your spa pool, gradually releases its minerals into the water, removing contaminants and limiting the formation of scale and rust, while inhibiting growth of bacteria.
- All simplsilver™ needs to work well is a good flow of water passing over it, so you can place simplsilver™ just about anywhere you like in your spa pool.

## How do I use simplsilver™ in my spa?

To set up your spa with simplsilver™, simply follow the instructions on the website.

- 1 Go to [www.simplsilver.co.nz](http://www.simplsilver.co.nz) and click on Getting Started.
- 2 Follow the steps and simplsilver™ should be working in your pool in 7 days.

## How long does simplsilver™ last? How do I replace it?

simplsilver™ will keep your spa water clean and healthy for 12 months. To replace it, simply place a new block in your pool. It's a good idea to change your water and clean your filter before adding the new block.

## What if my spa water isn't clean? What if I'm having problems with simplsilver™?

There can be a number of variables that prevent simplsilver™ from working effectively. Whilst most can be resolved with troubleshooting and correct filtration, from time to time it simply doesn't work for a customer.

If you're having problems, you can:

- 1 Visit the simplsilver™ website and use the 'Troubleshooting' page to see if you can solve the problem yourself.
- 2 Get someone from simplsilver™ to help you - they can often solve the problem by giving you advice over the phone or by email. Contact them via their website.
- 3 If in the rare situation simplsilver™ proves ineffective in your spa, you can return it to where you bought it for a full refund. Simply return the block within 60 days of purchase (note you must present your receipt along as it contains the date of purchase).