

CLEAN & SAFE POOLS SERVICE AGREEMENT

Customer Responsibilities:

- Clean cartridge and D.E. filter at least twice a year and replace cartridges as needed or recommended. (filter cleaning is not included in any of the weekly service packages but can be done on a schedule starting at \$90.00).
- Backwash sand and D.E filters every 1-4 weeks as needed (included in chem plus and full-service plans)
- Regularly check and empty pump baskets, skimmer, and sweeper bags. Skim/net leaves and Debris. Brush walls and steps. (if not included in your service plan).
- Must run pool filter pump for at least 6 hours a day during the summer and 4 hours a day during the winter.
- Keep pool at the proper water level (releasing water after rain and adding when the water line is lower than the center of the tile.
- Remove all floaties and toys from the pool on your scheduled service day.
- Make sure all dogs are put away and the gate is unlocked on your service day.
- Please let us know if you are planning a large pool party so we can add additional chemicals.

Discoloration and staining: All swimming pools will eventually become discolored or stained. (It is inevitable). Most staining and discoloration can be caused by metal pool fittings, construction material, electrolysis, minerals in the water, poor circulation due to pool design and debris left in the pool. WE CANNOT ACCEPT RESPONSIBILITY FOR POOL DISCOLORATION OR STAINING DUE TO MANY FACTORS THAT WE CANNOT CONTROL.

Billing/payment policy: Invoices are billed by email on the 1st of each month, for the “current month” and due by the 25th of the month. All amounts must be received by the 1st of the following month to avoid “cancellation of service”

We use a billing system called (SKIMMER) that will allow automatic payments to be set up.

Holiday/vacation schedule: Due to the standard 48-week billing procedure, weekly service is determined on a 4 visit per month schedule. (48 weeks of service out of a 52-week year). Four months out of the year have an extra service day (5th service day) which is NOT charged for, and these extra days will be taken as vacation during the off season (cooler months), normally November through March. These weeks include Thanksgiving, Christmas and two other floating weeks of which all customers will be notified in advance. *Please note that floating weeks may also be used unexpectedly without notice. For example: if there is a week when it rains/ storms, we may choose to use one floating week during that time.

Repair(s): Repairs that are under \$50.00 will be done as a matter of routine maintenance. Such as skimmer baskets, pump baskets, weir gates, pool sweep bags, floaters, tab floaters, etc. Any amount over \$50.00 will need approval by the customer.

Expenses not covered with monthly service:

Cartridge/ DE filter cleaning (minimum two times per year)

Salt cell cleaning

Special chemicals (phosphate remover, stain and scale treatments etc.)

Excessive cleanup (storms, excessive landscape debris etc.)