

Service Agreement

Terms & Conditions for Weekly Service

What Our Regular Services Include:

- Brushing the walls, stairs, benches, tile line, etc. (this unfortunately does not remove and/or prevent calcium build up on your tile line)
- Skimming/detailing the surface of the pool
- Emptying baskets
- Equipment monitoring and adjustments
- Chemical treatment and balance
- Weekly service logs emailed to you when the technician completes his visit

Before starting any of our weekly service options, the pool must be in a swim-ready, maintainable condition. In addition, all pool equipment must be operating properly. We do require a **working cleaning system** that operates with your equipment **DAILY**. (This includes either an in floor/pop-up system or an inline suction side cleaner)

Note - Homeowner is responsible for maintaining:

- Water levels, water must be a minimum of 2" into the skimmer
- Empty baskets between visits if excessive foliage is present to maintain proper water circulation

Additional information we'd like you to be aware of...

- There will be a few months out of the year that you will be charged for an additional 5th visit for that month of which it occurs in.
- **Extra Chemicals Costs** - Liquid Chlorine, shock, algae preventives, salt, or any supplemental additive will incur additional charges that will be applied to your following invoice when use was necessary or requested.
- **Chlorine Tablets are NOT included in the weekly service cost**, and you will be invoiced for a bucket of tablets to be kept on site for use on your pool and replenished as needed at the current market price.

This does NOT apply to those with a working salt system generating chlorine (with the exception of when supplemental chlorine is necessary).
- Salt for Salt Systems is NOT included. (Customers can purchase salt independently and we will add it for you, or you can purchase it through us at an additional charge.) Please DO NOT add salt to the pool on your own. We have salt meters to determine salt level and can adjust accordingly.
- Broken and worn **parts (under \$50)** that are a necessity to the proper operation of your pool such as baskets, O rings, water levels, skimmer doors, chlorine dispenser, automatic pool vacuum parts, etc.

automatically **will be replaced** and added to the following month's invoice. Any major repairs will be addressed and need to be approved in a timely manner.

- **Filter Cleaning-** Dependent on your filter the majority of DE and Cartridge filters will be required to be cleaned by our technicians every 6 months **(at a rate of \$140 per filter)** Sand filters should have sand replacement every 3-5 years (Rate varies based on size of filter). Unfortunately, we cannot allow you to clean your own filter due to complications we've experienced in the past.

- **Draining your pool frequently** is imperative in maintaining a healthy swim environment and reducing surface staining. On average this should be routinely done every 2-3 years depending on the size of your pool.

- Please also understand that **factors beyond our control** such as wind, rain, dust storms, foliage, bees/wasps, pets that may swim, leaks, and neglected equipment problems can affect our control over your pools chemistry and our performance.

- Although we have your best interests in mind, The Poolcrest, LLC cannot prevent cracking, chipping, etching, scaling, staining, calcium build up/nodules, or sun damage. We will also not be responsible for chemistry issues related to the natural increase in TDS, CYA, Calcium, and Salt Content.

Billing:

We bill our services monthly for the upcoming month. (1 month in advance)

Bills will typically be out by the 26th of the month and payments must be received by the 1st of the following month.

Communication:

Communication is the key to any relationship, business or personal. Our goal is to keep your pool running smoothly. But keep in mind that we only see your pool once a week. We cannot correct issues we are unaware of. So, it is the customer's responsibility to notify The Poolcrest of ANY unusual pool issues or emergencies within 24 hours.

We also communicate through email/ phone / text messaging. Please keep us updated on your current email and phone number so we can contact you if needed.

If you have any questions or concerns regarding your pool, customer agreement or equipment, don't hesitate to contact us.

Access:

Many of our customers live in gated communities and/or have locks on their gates and pool fences. For most of these customers we keep in our possession a log of access codes and any necessary keys to access the pool to perform our weekly regular maintenance. These items are given to us at the time of initial

start-up and returned to the customer upon request or termination of service. While we prefer to have direct access this way, you may prefer to unlock the gates and fences for us each week. If this is what you choose, it becomes your responsibility to see that we can enter the property and access the pool, when necessary, AT ANY TIME during your normally scheduled service day. While we try to keep our schedule as consistent as possible, we cannot guarantee the time frame during the day when your pool will be serviced.

We also require all walkways and paths leading to your pool to be clear and free of any debris or items that might block our access to the pool. If we are not able to safely access your pool, it might result in a missed week of service.

If for any reason we cannot access the pool to perform your regular service, you WILL be charged for service as usual and the responsibility for problems from missed service becomes yours. If we must go out to your property for an additional service call due to no access, a special fee may apply.

Pets:

We strongly recommend that animals be kept out of the pool and/or spa because of the excessive oil, dirt, dander and hair in their coats. This will cause extreme bounce in water chemistry. 1 dog equals 10 people in your swimming pool. If you choose to allow your pet(s) to use the pool, understand that you may incur additional costs for us to maintain proper chemical levels.

Pets should NOT drink the chemically treated pool and/or spa water which can cause illness and/or death.

If your pets are kept outdoors or in the pool area, we cannot be liable for them. We take as much care as possible to keep them in their areas, but we will NOT force any animal(s) to comply. We highly recommend that you keep all pets in an area where they cannot escape, run away or cause bodily harm to anyone entering your yard to service your pool.

NOTE: We will NOT service pools where pets are out and/or acting in an aggressive way harm may be caused to anyone providing service to your pool. If we are not able to provide service for this reason, you WILL still be charged for the service visit.

Safety:

Our goal is to make you and your family's safety-first priority when it comes to being your pool service provider. We always encourage our customers to make sure that all pool barriers are up to code and access gates and points of entry are working and closed properly. (Latches, locks, gate springs, etc.) The Poolcrest will not be held responsible for gates and or latches that are not functioning properly. Although, we will make an honest effort each week to assure that all gates/fences are closed and relocked (if needed) before we leave.

Due to insurance liabilities, we are not allowed to add water to your pool or spa, so please keep an eye on your water level and fill as needed. Proper water level should be maintained at mid-tile to $\frac{3}{4}$ of the tile line.

Pool Parties:

A pool party is a lot of fun, but keep in mind that the chemical balance in the water will be greatly affected by the amount of people swimming. Please let us know when you plan to have a party and we'll help you with precautionary measures to keep problems from occurring. There may be additional charges for chemicals that are needed above and beyond normal maintenance in response to the party's effect on the pool. Customers should have extra chemicals, acid and tabs on hand to add after parties.

Landscapers:

Part of our ability to maintain proper chemical levels in your pool requires that a lot of debris including grass and leaves be kept out of the pool as much as possible. Unfortunately, some landscaping companies can be discourteous when it comes to this fact around swimming pools. Once we begin servicing your pool, we ask that you contact your landscaping company to inform them and request that they be courteous of your pool. If we come behind a landscape company to find a dirty pool, there will be additional charges to return the pool to a maintainable condition.

Removing Debris:

Even though you chose a professional pool company to service your pool, you still share the responsibility of keeping leaves, grass, rocks, toys and other debris out of the pool. Remember, we only service the pool once a week and need your help to keep it running smoothly. Taking this simple proactive approach will ensure a positive experience in pool ownership and with your service provider.

Children and animals are drawn to toys. It is EXTREMELY important that the customer or tenant removes all pool toys and floating items from the pool after swimming. Keep in mind that small toys and floaties left in the pool can become lodged in the pool's equipment, causing costly repairs.

****To better service your pool, customers and/or tenants should remove all recreational pool equipment, pool covers and toys from the pool prior to scheduled service day. The Poolcrest WILL NOT remove these items while servicing the pool.**

Monsoons/Wind/Dust Storms:

Here in Arizona, we often experience high winds and dust, especially in the summer months. Unfortunately, your pool might not be immediately attended to after a storm or monsoon. It may take two trips to make your pool back to normal maintenance conditions. We do provide an extra visit with a trip charge when you need it. Help us help you by removing excess debris that is above and beyond "normal" maintenance conditions.

****After the storm, empty the skimmer basket and pool pump basket every once in a while to let the pool water circulate, that would be really helpful!**

Rain & Lightning Policy:

When lightning is in close proximity, for the safety of your pool techs, there will not be any use of a pole therefore your pool will not be skimmed, brushed or vacuumed. However, the tech will check and balance water chemistry, empty the skimmer baskets and pump baskets. "Rain Service" will be noted on the weekly report.

When it is raining but not lightning, the pool will be cleaned to the best of the pool tech's ability under these conditions. Please note when it's raining, it is hard to see the sides and bottom of the pool when vacuuming, so please be understanding. "Rain Service" will be noted on the weekly report.

The pool tech will not be able to return to perform any missed duties under "Rain Service" until your next regularly scheduled clean the following week and no credit or discount will be given for duties unable to be performed under our "Rain Service" policy.