



# 2017 Service Agreement EXPLANATION OF SERVICES

**SPRING ASSEMBLY:** Assembly and installation of all parts and accessories removed and/or disassembled during winterization. Removal of all plugs from the suction and return lines. Starting pool/spa back into operation includes inspection and cleaning of heater, as well as checking to see that all equipment is working properly (pumps, filter, heater, and auto controls.) \* **Please note that parts and labor needed to facilitate the proper function of equipment will be ordered and or installed at additional cost.**

**SPRING START UP CHEMICAL KIT - CHLORINE GENERATED POOLS (SALT Pools up to 30,000 gallons):** This service consists of Quality Pool Care performing a pool side water test. We will add a group of chemicals designed to super-chlorinate, prevent stain and scale, balance the pH, alkalinity, and hardness, and support stabilizer levels. This is an important first step in achieving desirable pool water and **it is important to retest in 24—48 hours and treat per test results.** This service does not include additional salt or stabilizer, if needed, to replenish salinity or stabilizer levels.

**SPRING START UP CHEMICAL KIT - STANDARD (Pools up to 30,000 gallons):** Service same as above, but does not add any chemicals to address stabilizer levels.

**REPLENISH SALT:** QPC to perform a salinity test and place the amount of salt selected into pool to get system to proper operating level. If additional salt is needed, customer will be billed. Cold water (below 50 degrees Fahrenheit) causes Aqua Rite to stop generating (Generating LED flashing).

**INITIAL PLACEMENT OF SALT:** QPC to perform Chem Check and place salt into pool at the time of opening, **approximately 6 bags per 10,000 gallons**

**RETURN TO START SALT GENERATOR:** QPC to perform Chem Check and adjust salinity if necessary, and start salt generator at return trip (determined by the office, approximately 24-48 hours after initial placement)

**REMOVAL OF COVER:** Cover will be removed, folded, and stored at the customer's predetermined (GROUND FLOOR ONLY) location. **Cover must be free of standing water and debris upon our arrival. Please check in advance of opening date to ensure cover is free of water and debris.**

**REMOVAL OF COVER AND STORAGE AT QPC FACILITY:** Cover will be prepped for inspection, evaluated, removed and folded. Cover will be stored at Quality Pool Care's indoor warehouse. **Cover must be free of standing water and debris upon our arrival. Please check in advance of opening date to ensure cover is free of water and debris.**

**CABLE:** Removal of cable required for some Safety Covers due to raised walls or waterfalls.

**VACUUM AT SPRING ASSEMBLY WITH EXTERNAL POWER-VAC:** This service is to be performed at the time of spring assembly up to one hour, provided the pool is in condition to be vacuumed. It will be performed utilizing an external Power-Vac to remove large debris (i.e.: leaves, organic material,...). It **does not** run through your pools filtration system. If pool needs additional trips, customer will be notified.

## **HELPFUL HINTS and CUSTOMER RESPONSIBILITIES:**

**Water can be added through skimmers, prior to spring assembly date. Pumps under Mesh Covers should be disabled on or around March 1—15. Please have all parts by the pool side or contact QPC to make other arrangements. Please maintain landscaping around equipment and pool for access and safety. Please have the water up to operating level (at middle of tile band) so the filter system can be started in its entirety.**

### **\* ADDITIONAL CHARGE ITEMS \***

- Chemicals required to clear green pools/maintain the pool/spa chemistry throughout the season.
- Pumping water off of cover and/or removal of excess debris.
- Cleaning or vacuuming of pool/spa above and beyond Spring Assembly Vacuum service.
- Parts needed to facilitate proper function of equipment

### **OPTION #1: FULL SERVICE WEEKLY WITH CHEMICALS**

- Test and adjust pool water chemistry.
- Clean skimmer basket(s), pump strainer basket(s), automatic cleaner
- Fill & adjust Chlorinator or Check & adjust chlorine generator
- Check filter pressure and clean if required
- Hand skim surface and brush wall
- Vacuum
- Service report will be emailed to customer
- Visit log will be completed at site

### **OPTION #2: CHEMICAL SERVICE WEEKLY WITH CHEMICALS**

- Test and adjust pool water chemistry.
- Clean skimmer basket(s), pump strainer basket(s), automatic cleaner.
- Fill & adjust Chlorinator or Check & adjust chlorine generator.
- Check filter pressure and clean if required.
- Service report will be emailed to customer
- Visit log will be completed at site

**Note: All necessary additional repairs, replacement parts, or additional chemicals for excessive cleanup will be billed in addition. This is contingent upon the owner's keeping the pool piping, motor, pump, filter, and interior pool finish in good repair. It is the customer's responsibility to maintain landscaping around equipment to provide easy access for servicing. It is the customer's responsibility to maintain proper water level. Quality Pool Care, Inc. will lower water to proper level and add water as time permits.**

### **GENERAL CONDITIONS:**

Any return visit(s) for repairs will be billed at our current service call rate of **\$30.00 per 1/4 hour**. **Any and all complaints are to be reported by the customer to our office within 24 hours of the service** to allow Quality Pool Care, Inc. the opportunity to resolve such matters. After September 1st an additional charge may be applied if excessive debris is in the pool. The work will be done on the assigned day or days, if weather permits. Additional charges will be billed at the end of every month and is **due upon receipt of bill**. If payment is not received by the 15th of the month, services will be **SUSPENDED** until receipt of payment.



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**WINTERIZATION:** Initial cleaning of filter. Filter is disassembled and cleaned using hose, sand filters excluded. Inspection and cleaning of Salt Cell to ensure proper and efficient operation for the upcoming season. Ladders and railings will be removed. Lowering of pool water to the proper level. Proper drainage of mechanical equipment (filter, pump, valves, heater - *this refers to the main filtration system, additional pumps and plumbing will be billed per pump*), Plumbing Pipe lines will be air blown to ensure the removal of water, and the lines will be capped with winterization plugs.

**WINTER CHEMICAL KIT - CHLORINE GENERATED POOLS (SALT Pools up to 30,000 gallons):** This chemical kit is designed for pools up to 25,000 gallons to protect against algae growth, staining/scaling, presence of phosphates and also includes chemical used for the inspection and cleaning of cell.

**WINTER CHEMICAL KIT - STANDARD POOLS (Pools up to 30,000 gallons):** This chemical kit is same as above but does not add chemicals to address phosphates or inspection of cell.

**COVER:** Placement of winter cover. Customer is responsible for providing padding for cover, necessary for rough coping, sharp edges/corners, and/or raised walls.  
\*\* We recommend old beach towels, or carpet remnants.

**CABLE:** Installation of cable necessary for placement of some safety covers for raised walls, spa, or water features.

**ADDITIONAL PUMP:** Performance of proper drainage and winterization of each additional pump and plumbing. Systems with water features, waterfalls, fountains, jet pumps, sheer descents, etc., may have an additional pump (in addition to the main filtration pump). \* *This does not refer to a pool cover pump.*

**FRESH FILL-LINE:** Line will be air blown to ensure the removal of water, and the line will be plugged. May require access to inside of house.

**VACUUM:** This service is to be performed at the time of winterization up to one hour, provided pool is in condition to be vacuumed. If pool cannot be vacuumed, customer will be notified.

**COVER PUMP:** Replacement of cover pump at closing to avoid problems in the off season, or spas and larger pools that may need an **additional** cover pump.

**CUSTOMER RESPONSIBILITIES:** Please have all parts by the pool side. Pool will be winterized in the condition found on day of service, this includes the water chemistry. Pump and motor will NOT be removed. Customer is responsible for padding of rough coping for cover. If solid cover with water tubes, customer is responsible for water tube maintenance. If mesh cover, customer is responsible for adding winter algicide. Quality Pool Care shall not be responsible under any conditions for damage to pool, tile, coping or cover due to water level.

**\* ADDITIONAL CHARGE ITEMS \***

- Winterization plugs (*this is necessary for all pool/spas that are being winterized for the first time, also it is up to the discretion of Quality Pool Care, Inc. to replace any existing plugs that may compromise the winterization of the pool*).
- Repairs/Replacement of cover pop-ups.
- Removal of motor or equipment.
- Parts needed to facilitate proper winterization of equipment.

**WINTER WATCH:** *A complete off season protection plan for your pool.* Quality Pool Care, Inc. Will help to protect your investment by performing the following service during Winter Watch:

<b>W I N T E R W A T C H</b>	<b>Cover:</b>	<b>Benefits:</b>
	<ul style="list-style-type: none"> <li>• Removal of excessive debris or water from top of cover.</li> <li>• Inspection of cover to ensure the cover is secure, intact, and in place.</li> <li>• Ensure proper operation of cover pump.</li> </ul>	<ul style="list-style-type: none"> <li>• Help to extend the life of your cover by preventing damage.</li> <li>• Help to keep the highest level of safety around pool / spa in the off season.</li> </ul>
	<b>Pool:</b>	<b>Benefits:</b>
	<ul style="list-style-type: none"> <li>• Monitor water level.</li> <li>• Test the water for pH, Alkalinity, and Calcium Hardness.</li> <li>• Adjustments will be made according to findings, chemicals used to balance water are included in price.</li> </ul>	<ul style="list-style-type: none"> <li>• Help protect pool coping and tile from high water level .</li> <li>• Help to protect the interior finish of your pool by reducing or preventing spawling, scaling and water line ring/stain.</li> <li>• Eliminate time consuming and difficult brushing of pool in Spring, and costly chemical treatments.</li> </ul>
	<b>Equipment:</b>	<b>Benefits:</b>
	<ul style="list-style-type: none"> <li>• Inspection of heater to help prevent rodent damage.</li> <li>• Inspection of equipment to ensure it is in good condition.</li> <li>• Cycle pumps on to ensure functioning and help prevent seizing.</li> <li>• Testing of electrical circuits (breakers / GFCI).</li> </ul>	<ul style="list-style-type: none"> <li>• Help eliminate costly equipment repair or replacement at Spring Assembly 2018</li> </ul>

Winter Watch visits **will begin in November, the frequency will be 2 per month.** The following packages are available , **all packages include the chemicals used during Winter Watch visit:**

10 VISITS	13 VISITS
12 VISITS	14 VISITS

**\*\*\* PAYMENT IN FULL FOR WINTER WATCH MUST ACCOMPANY WINTER CONTRACT 2017 \*\*\***