



# SPRING 2012 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. Checking to see that all equipment is working properly (pumps, filter, heater, and auto controls.) **Parts and labor needed to facilitate proper function of equipment will be ordered and or installed at additional cost.**

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

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

**SPRING START UP CHEMICAL KIT - CHLORINE GENERATED POOLS:** 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 reduce phosphates. 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 salt or stabilizer to replenish salinity or stabilizer levels.

**SPRING START UP CHEMICAL KIT - STANDARD:** This service is the same as above but does not add any chemicals to address phosphates.

**VACUUM:** 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. If pool needs additional trips customer will be notified.

**CUSTOMER RESPONSIBILITIES and HELPFUL HINTS:**

Please have all parts by the pool side. **Please have the water up to operating level (at middle of tile band) so the filter system can be started in its entirety. Water can be added through skimmers, and pumps under Mesh Covers should be disabled on or around March 1 –15. If we must return due to insufficient water level, a service call will be charged. Quality Pool Care is not responsible for damage caused by improper winterization performed by other parties. These repairs will be billed at time and materials.**

**\* ADDITIONAL CHARGE ITEMS \***

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

**FULL SERVICE WEEKLY:**

- Test and adjust pool water chemistry. All chemicals required shall be furnished by owner or lessee; however if additional chemicals are needed, we will supply at prevailing retail price
- Clean skimmer basket(s)
- Clean pump strainer basket(s)
- Clean and check automatic cleaner
- Fill & adjust Chlorinator
- Check and adjust chlorine generator
- Check filter pressure and clean if required
- Hand skim surface
- Vacuum – If needed
- Brush walls
- Prepare written report & leave copy with owner or lessee

**CHEMICAL SERVICE CALL:**

- Test and adjust pool water chemistry. All chemicals required shall be furnished by owner or lessee; however, if additional chemicals are needed, we will supply at prevailing retail price
- Clean skimmer basket(s)
- Clean pump strainer basket(s)
- Clean and check automatic cleaner
- Fill & adjust Chlorinator
- Prepare written report & leave copy with owner or lessee

**Note: All additional repairs, or replacement parts necessary 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 \$25.00 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 20th of the month, services will be SUSPENDED

**WINTERIZATION:** Initial cleaning of filter. Filter is disassembled and cleaned using hose, sand filters excluded. 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. **Domestic fresh fill line is an additional charge.**

**WINTER CHEMICAL KIT - CHLORINE GENERATED POOLS:** This chemical kit is designed for pools up to 30,000 gallons to protect against algae growth, prevent stain and scale and reduction of phosphates.

**WINTER CHEMICAL KIT - STANDARD POOLS:** This chemical kit is same as above but does not add chemicals to address phosphates.

**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:** Placement of winter cover. The placement of a mesh cover includes 1 gallon of Algaecide for pools up to 30,000 gallons to be put in March 15th by customer for prevention of algae growth for approximately 30 days.

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

**Winter Watch:** Complete protection plan for your pool and spa, during the winter months.

**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 unless specified by customer. 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 algaecide. Customer is responsible for making arrangements with QPC for winterization of domestic fresh water fill lines. Quality Pool Care shall not be responsible under any conditions for damage to tile or coping 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*)
- Domestic fresh water fill lines