SERVICE SPECIFICATIONS

OPENING SPECIFICATIONS

1. **Opening dates are scheduled on a first come, first served basis**. We will temporarily reserve a date by phone but you must confirm by filling out an ONLINE FORM or mailing, FAXing, or emailing us a copy of the signed OPENING RESPONSE FORM within 1 week to hold that date.
2. **We will mail or call you with a Confirmation** approximately 2 weeks before your scheduled Opening date to remind you of the exact date and of the important tasks you need to do before our crew arrives, such as leaving baskets and plugs out for the crew.
3. **BASIC Opening** consists of reinstalling/startup of pump, filter, automatic cleaner; testing of pool heater operation; brushing of perimeter tiles and pool walls; reinstalling of ladders, grab rails, diving board; and testing of pH, Total Alkalinity, Calcium Hardness, and Copper or Cyanuric Acid levels where appropriate. NO CHEMICALS are included in the cost of the BASIC Opening, but can be added at additional cost. Owner's chemicals can be used if requested and left out for the crew. Any pool showing signs of algae should receive a 30 PPM dose of chlorine shock to kill algae and help in clearing the water.
4. **Cover Removal/Cover Cleaning** can be performed at additional cost, but are not included in BASIC Opening. Removal of any debris or water from covers is also an additional cost.
5. **Vacuuming** can be performed at additional cost, but is not included in BASIC Opening. For pools that are opaque, vacuuming is performed "blindly" over the entire surface to remove as much debris as possible. As the water is opaque, a portion of debris may be left behind that will only become visible once the water has cleared. This is not a deficiency in our crew's initial vacuuming. A return visit to specifically vacuum this debris can be made at Owner's request, or a full Revisit can be requested, at additional cost.
6. **All pools must be filled to at least halfway up the tile line prior to our arrival. If you have a mesh covered pool, make sure the pool is filled to the TOP of the tiles** if you know or believe vacuuming will be needed. During our vacuuming, water is expelled from the pool by our external pump and the water will therefore lower close to the desired level for normal operation. If you have a water drainage problem, please advise us on the RESPONSE FORM. PoolTek accepts no liability for direct or consequential damage from poor drainage conditions on your property or onto neighbors. Client is responsible for any permit needed for draining. EXTRA charge for draining over 200 feet. Failure to fill pool adequately prior to our arrival may result in our inability to open the pool and additional cost for a return visit.
7. If the pool is exceptionally dirty or covered in thick algae, it may require a **Drain and Clean** with acid or chlorine in order to efficiently clear the pool. If the crew deems it necessary to drain and clean the pool, an estimate will be provided before proceeding with that work. If you believe your pool will require a drain and clean, please let us know this when you schedule the opening, so an estimate can be provided beforehand.
8. **You do not have to be home when we Open the pool**. Please be sure electricity is ON at the pump system; electrical outlets at rear of house are ON; and water is available at outside hose bibs. If our Opening crew arrives and cannot proceed with the Opening because of repairs or non-availability of electricity or water at the hose bibs, you may be charged for the lost time due to travel, setup & teardown. Also please put out the mesh-cover storage bag and any chemicals you want us to use in a readily accessible & obvious location. This will save you from being charged for time we spend searching for those items in shed, garage, house.
9. **We may be delayed in getting to your pool** by foul weather or because the pools we opened before yours took longer than expected (excess water, dirt, leaves, vacuuming, etc.) DO NOT plan your day around us or take off a day from work. It is not feasible to specify a precise time for when we will arrive at your pool … schedules change hourly. ***POOLTEK accepts no liability nor provides credit for such delays.***

REVISITS

1. **Some pools may not rapidly turn crystal clear after our initial Opening treatment**, especially those with mesh covers or no covers. After PoolTek has completed the initial Opening, it may require up to a week or more of repeated shocking, vacuuming, backwashing the filter, dredging out debris, etc. before water & pool are clear. If you want PoolTek to return to perform those tasks, the labor and materials are EXTRA charges above & beyond those charged on the day of Spring Opening. You can request these revisits on the enclosed RESPONSE FORM. These Revisits will automatically be performed and billed for all clients signed up for Summer Maintenance.

SUMMER MAINTENANCE SPECIFICATIONS

1. A pool is not considered ready for Summer Maintenance until such time as the pool water is clear and the amount of debris in the pool would not take longer than ½ hour to remove by standard vacuuming. If these conditions do not exist, the work would be considered a Revisit and would be billed on a time and materials basis.
2. Full **Service visits** consist of emptying of skimmer and pump baskets; testing and balancing pH, Total Alkalinity, Calcium Hardness, and Chlorine or Copper as applicable; brushing perimeter tiles; netting, brushing and vacuuming as necessary; backwashing or cleaning filter as necessary; examining equipment for any problems or developing issues. Standard balancing and sanitizing chemicals are included in the cost for all Once-a-week or Twice-a-week maintenance contracts unless otherwise noted. All other contracts will be billed for all chemicals separately and on an hourly labor basis.
3. **A Service Record** will be emailed to you following completion of our work. Please read any notes on the email, as some important information regarding water level or issues with the pool may be included.
4. **Water level must be maintained by Owner** in between our visits to ensure that the pump equipment is operating properly. The normal operating level for most pools is halfway up the tile line, though every pool is different. For liability reasons, Pooltek employees are instructed NOT to leave water running after they leave, unless they have spoken with the Owner or someone on-site.
5. Any chemicals or labor required to treat an algae condition (such as pink or black algae), plaster scaling or etching, cloudy water or other conditions not caused by, or outside of the control of (i.e. extreme storm conditions or power outages), Pooltek service will be billed as additional charges.
6. **Minor repairs/replacements up to approximately $350.00 will be made** without providing an estimate to Owner to ensure that everything is operating to maximum efficiency and is not in an inoperable state for an extended period of time. Estimates will be provided by phone, email or mail for any larger scale repairs/replacements for Owner approval before proceeding. Any adverse conditions caused by the system being off or not functioning at 100% efficiency for an extended period of time awaiting approval will be remedied at additional cost as outlined in Item 5 above.
7. **Please contact the office directly if any issues or conditions develop**, such as necessity to change date or time of service, desire for new equipment, etc. Do NOT send messages to the office through the maintenance technicians.

REPAIR/NEW INSTALLATION VISIT SPECIFICATIONS

1. **Repair visits** will be made at Owner's request at the next available date and time, per our schedule at the time the request was made. If all parts are on-hand and the repair can be made while on-site, the technician will proceed with the work and the owner will be billed on a time and materials basis. Labor charges are made on a half hour basis, with a minimum ½ hour charge for each visit.
2. If parts need to be ordered, a return visit will be scheduled at our earliest available time once the parts are in-stock. For any repairs where the total estimated cost will exceed $500.00 and parts need to be ordered, an estimate will be provided for approval before proceeding. For repairs estimated to be less than $500.00, Pooltek will proceed with the repair with the initial call serving as our approval. For all repair visits, the initial visit will be at no cost if we did not have the parts at that time, and the work is approved and completed at a return visit.
3. **Estimate visits** will be made at Owner's request at the next available date and time, per our schedule at the time the request was made. Estimates for repairs and new equipment are provided at no cost, but the initial visit will be factored into the estimated final cost for all repairs.

CLOSING SPECIFICATIONS

1. **Closing dates are scheduled on a first come, first served basis**. We will temporarily reserve a date by phone but you must confirm by filling out our online FORM or mailing, FAXing, or emailing us a copy of the signed CLOSING RESPONSE FORM within 1 week to hold that date.
2. **We will email or call you with a Confirmation** approximately 2 weeks before your scheduled Closing date to remind you of the exact date and of the important tasks you need to do before our crew arrives, such as leaving cover and plugs out for the crew.
3. **BASIC Package** consists of backwash filter; drain water from pump, filter, heater; lower water to appropriate level (below skimmers for solid covers, 18" below deck for mesh covers (unless new plaster); rinse Cartridges or DE filter assembly with water and examine for any tears; remove ladders and grab rails; blow out all underground plumbing lines and plug at wall with client's freeze plugs; and testing of pH, Total Alkalinity, Calcium Hardness, and Copper or Cyanuric Acid levels where appropriate. NO CHEMICALS are included in the cost of the BASIC Package, but will be added at additional cost. Owner's chemicals can be used if requested and left out for the crew. Chemicals that will be added outside of balancing chemicals include Algaecide60, Pool Stain Treat, Antifreeze for skimmers and pump, and DiChlor shock for chlorine pools.
4. **Cover Installation** can be performed at additional cost, but is not included in BASIC Package. Providing of mesh cover anchors or water bags is at an additional charge, if necessary.
5. **Vacuuming** can be performed at additional cost to minimize the chance of staining to the plaster over the Winter, but is not included in BASIC Package. For pools that are opaque, vacuuming is performed "blindly" over the entire surface to remove as much debris as possible.
6. **Extra pumps and Caretaker systems** will be Winterized as a part of the closing, but will incur an additional cost.
7. **Pump motors** are usually left in place over the Winter to minimize the chance of damage to wiring and seals by repeated removal. Pumps can be removed at owner's request at additional charge.
8. **Automatic covers** are left open during the Winter if a mesh or solid cover is used as the Winter cover. Please make sure that all water and debris is removed from covers prior to our arrival and that key is accessible so that cover can be opened. If water or debris needs to be removed by Closing crew, an additional charge will be applied.
9. **You do not have to be home when we Close the pool**. But please be sure electricity is ON at the pump system; electrical outlets at rear of house are ON; and water is available at outside hose bibs. If our Closing crew arrives and cannot proceed with the Closing because of repairs or non-availability of electricity or water at the hose bibs, you may be charged for the lost time due to travel, setup & teardown. Also please put out the Winter cover, Winter plugs, and any chemicals you want us to use in a readily accessible & obvious location. This will save you from being charged for time we spend searching for those items in shed, garage, house.
10. **Water will be drained from pool** as a standard part of the Winterization process. Pooltek will take every precaution in the removal of waste water, but we cannot be responsible for water damage to any property. If any specific instructions are required for draining in your property, or if a hose of longer than 200 feet is needed, please contact the office prior to the closing with that information.
11. **We may be delayed in getting to your pool** by foul weather or because the pools we serviced before yours took longer than expected (excess water, dirt, leaves, vacuuming, etc.) DO NOT plan your day around us or take off a day from work. It is not feasible to specify a precise time for when we will arrive at your pool … schedules change hourly. ***POOLTEK accepts no liability nor provides credit for such delays.***

WINTER BOOSTER KITS

1. Winter booster kits can be left by Closing crew on-site at the time of closing or added by a Pooltek crew in mid- to late-February. Booster kits are an addition of algaecide and Dichlor shock(chlorine pools only) which are added to mesh covered pools to help minimize algae growth in early Spring prior to opening.
2. **Addition of Winter Booster Kits** should be done by pulling back the cover in several spots around the perimeter to broadcast the chemicals throughout the pool, since the water is not circulating.

WINTER MAINTENANCE SPECIFICATIONS

1. **Winter Maintenance Visits** are performed monthly throughout the Winter months to keep water off of solid covers, pool level below the tile line for mesh covered pools, and ensure that pool is free from damage or problems. If Full Winter Service is selected, addition of Winter Booster kit is included during February visit.
2. **Service visits** consist of testing pH, Total Alkalinity and Calcium Hardness; reattaching or tightening any mesh cover springs; refill or replacement of any broken water bags; cleaning of debris and water from covers; lowering of water level if approaching waterline tiles; and visual inspection of all pool equipment.
3. **A Service Record Slip** will be left at your front door after every visit unless a different location has been specified. If you are unable to locate the slip, you can contact our office for a report of what work was performed. Notes regarding your pool condition may be left on the slip, so it is important that you read them. Failure to locate the slip does not mean that the pool was not serviced, as windy conditions or other visitors to your front door may disturb its location.
4. **Minor repairs/replacements up to approximately $200.00 will be made** without providing an estimate to Owner to ensure that everything is operating to maximum efficiency. Estimates will be provided by phone, email or mail for any larger scale repairs/replacements for Owner approval before proceeding.
5. **Please contact the office directly if any issues or conditions develop**, such as damage to cover, water loss, etc.

WINTER REPAIRS

1. **Filter cartridges or grid assembly** can be taken at the Closing and soaked in a light muriatic acid solution, followed by a filter cleanser solution to remove excess oils and debris. Cleansing does not guarantee that the cartridges/grid assembly will work at perfect efficiency but do improve the cycles between cleaning.
2. **Polaris cleaners** can be taken at the Closing and examined for any necessary repairs. Following the inspection, an estimate will be provided by phone, email or mail prior to performing any repairs. The cost for the inspection will be billed regardless of whether further repairs are approved, but no additional labor charges will be incurred for the repair itself, if approval and repair is performed over the Winter.

PAYMENT TERMS & CONDITIONS

1. **Payments can be made by personal check, ACH Debit or Credit Card**. Invoices are billed following completion of the work, due Net 15 days, and can be paid by ACH Debit or Credit Card through a link in the email. If you would prefer to autopay by Credit Card, the full amount will be debited from your provided card on the date of invoicing, with a receipt sent to you for your records.
2. **All customers are REQUIRED to have a valid Credit Card on file at all times.** For those preferring to pay by check, if payment by check is not received by the due date, Pooltek will automatically debit the card on file for the amount.

WARRANTY

1. **All Service, Repair, or New Installation work comes with a 1-year warranty** from the date of completion. The warranty covers all workmanship and any claims will be handled by Pooltek representatives.
2. **All New Equipment** comes with its own manufacturer's warranties, dependent on the piece of equipment. In most instances, warranty claims can be made through Pooltek, though some products may require an outside contractor to make the necessary repairs/replacements in order for the work to be performed under warranty.