



# POOL SERVICE AGREEMENT

Customer Name \_\_\_\_\_ Referred by \_\_\_\_\_

Customer Address \_\_\_\_\_ Gate Code \_\_\_\_\_

Customer Phone \_\_\_\_\_ Email \_\_\_\_\_

Welcome and thank you for choosing Premier Pool Service as your pool service company. We have diligently worked since the late 1980s to establish the highest level of standards in the pool service industry. This Pool Service agreement outlines in detail our 100% commitment to providing professional care for your pool and spa.

**Service Pricing: Full Service Pricing**                      **Monthly Price** \_\_\_\_\_                      **Annual Price** \_\_\_\_\_

Under our "Full Service Cleaning" plan, Premier Pool Service will provide all of the necessary standard chemicals required to maintain and balance your water chemistry. The following services will be completed by the Pool Service Technician during the appointment.

**Full Service Cleaning Visit:**

- Analyze and balance water chemistry
- Empty skimmer basket(s)
- Empty pool sweep bag
- Empty pump basket(s)
- Net surface of pool for loose debris
- Brush tile, seats, walls, and floor of pool
- Vacuum leaves and loose debris
- Backwash D.E. filter once a month

**Service Schedule:**

Your pool will be serviced by the same Pool Service Technician on the same day each week unless your regular technician is unavailable.

**Equipment Problems:**

If your Pool Service Technician notices a problem with the pool, they will note the issue in your E-Pool sheet, which you'll receive via email. That information is transmitted to you, our office staff, and the service team, so they can schedule a visit to diagnose and quote any necessary repairs. If your pool is under warranty through a builder, our office staff may assist with facilitating the call and resolution with the builder. In the event a problem arises with your pool or equipment, please contact our office via phone or email to authorize a repair service call by our service department.

**Pets:**

It is the customer's responsibility to contain and restrain all pets. We will do our best to keep the gate(s) closed at all times, but we cannot be responsible if a pet gets out while we are entering or exiting through the gate. In addition, the customer accepts responsibility for any injuries inflicted by pets on our technicians, and understands we will need to obtain the pets shot records from the customer for the safety and treatment of our technician, should the need arise.



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**Access:**

The customer must provide access for our Premier Pool Service technicians on the day of service, either by providing a key, gate code, or ensuring the pool and equipment areas are unlocked and accessible. The homeowner is responsible for proper gate maintenance and accessibility.

**Holidays:**

We observe the following holidays each year: Memorial Day, Independence Day, Labor Day, and the week between Christmas Day and New Year's Day.

**Water Level:**

It is the customer's responsibility to maintain the water level. We will make a note on your e-ticket if the water needs to be added, and we will make every reasonable effort to add water if necessary during our visits. We cannot be responsible for any equipment damage or other issues which arise as a result of the low water level in the pool.

**Inclement Weather:**

In the event of a thunderstorm, snowstorm/freezing weather, we will perform a basic chemical and equipment check.

**Service Issues:**

If you are not satisfied with our service, please contact us immediately. We will make every reasonable effort to remedy any problems when you bring issues to our attention.

**Heavy Leaf Fall:**

During certain times of the year, it may be advisable for homeowners to increase their pool service to twice a week. We may also advise the homeowner to empty the skimmer baskets, pump baskets, and sweep bag to maintain proper water flow and prevent damage to the equipment.

**Extra Cleaning:**

If you require extra cleaning outside your regularly scheduled services, we will accommodate you to the best of our ability. If the extra cleaning requires additional time and, or chemicals, you may be charged for those additional costs.

**Freezing Weather:**

In the event of freezing weather, water circulation must be maintained continuously until the temperature reaches above 32° Fahrenheit. Most pools are equipped with a "freeze guard system". Unfortunately, sometimes these systems fail. If you notice your equipment is not running during freezing weather, contact our office immediately so that we may provide additional instructions.



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**Payment:**

Premier Pool Service will provide you with one monthly invoice for regular pool maintenance charges. You will receive the invoice every 15th of the month, which is due Net 15 for customers who pay by check. Customers paying by credit card will be automatically billed for the charges on the 15th.

**Special Events:**

If you have a special event that coincides with your regularly scheduled pool cleaning, notify us by calling the office prior to the service day. If you would like any extra cleaning prior to the special event, we will accommodate you to the best of our ability. An additional charge may apply for extra time and, or chemicals used.

**Other Services:**

- **Equipment Repairs** - Premier Pool Service has a full-service department that can diagnose and repair any pool equipment issues which arise. We will charge a Diagnostic Fee for dispatching a Service Technician, diagnosing the issue, and we will provide an estimate for repair or replacement of the equipment. The Diagnosis Fee is applied to the cost of the repair if the estimate is approved at the time of the call.
- **Filter Maintenance** - Premier Pool Service offers quarterly filter cleaning for cartridge filters and semi-annual cleaning for all D.E. filters. The cost for cartridge filter cleaning is \$99 per cleaning, and D.E. filters are \$105. If your pool is equipped with a mineral cartridge we can inspect and replace them as necessary at their regularly scheduled intervals as well.
- **Cosmetic Maintenance** - Premier Pool Service offers cosmetic services to keep your pool looking it's best for years. These services include: calcium cleans, mastic replacement, stone and tile cleaning and sealing, and more. If you are interested in these services, contact our office to schedule a Cosmetic Technician to diagnose and provide a free estimate for these cosmetic issues.

**Other Notes:** Do you have a landscaping service? If so, what day do they service your home? Any other special instructions? \_\_\_\_\_

**Credit Card Authorization:**

**Card Holders Name** \_\_\_\_\_

**Card Holders Address** \_\_\_\_\_

**Card Holders Card Number** \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ **Exp Date** \_\_\_\_\_ **CVV Code** \_\_\_\_\_

It is understood this is an annual agreement to clean your pool on a weekly basis for the next twelve months. This Agreement shall be automatically renewed for successive one (1) year terms thereafter until, and unless, either party provides the other party with thirty (30) days prior written notice to the end of the Initial Term or the Renewal Term. If at any time you wish to cancel service, written notification is required. Reinstating service may incur a one-time cleaning fee to restore the pool to proper balance and good repair.

**Customer Signature** \_\_\_\_\_ **Date** \_\_\_\_\_