



194 Killam Dr., Moncton NB E1C 3S4

Service Phone # - 859-6023

Fax # - 870-9210

[info@waterworkspools.com](mailto:info@waterworkspools.com)

[www.waterworkspools.com](http://www.waterworkspools.com)

## 2010 Pool and Spa Service Contract

Name: \_\_\_\_\_ Address: \_\_\_\_\_

City: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_  Join Bi-Monthly Newsletter  Receive Invoices/Statements via Email

Schedule my Pool Opening for the week of: \_\_\_\_\_ (Subject to change based on availability and weather)

### Choose your Pool Opening Options - (description of services on page two): Travel Charges are Extra

- I have an Above Ground Pool - \$125
  - I have a Winter Cover or Leaf Net (Debris will be removed and cover will be removed and cleaned) - \$100
  - Waterworks is to do the following with my cover:  Fold and store cover  Leave cover spread out to dry
  - I do not have a Winter Cover or Leaf Net, or I will remove it myself
- I have an In Ground Pool - \$150
  - I have a Winter Cover or Leaf Net (Debris will be removed and cover will be removed and cleaned) - \$125
  - Waterworks is to do the following with my cover:  Fold and store cover  Leave cover spread out to dry
  - I do not have a Winter Cover or Leaf Net, or I will remove it myself

### Other Options:

- I would like a pool opening startup kit (Chlorine, Pool Magic Spring & Fall with Phosfree, Metal Free and Algaecide) - \$95
- I would like my pH, Alkalinity, Calcium and Salt balanced (to be invoiced, per KG @ Bulk prices)
- I would like a 7 KG Pail of Chlorine Pucks delivered - \$60 (Regular \$76.50)
- I would like my sand filter media cleaned - \$50
- I would like a pump and motor inspection - \$50
- I would like to have a Springtime Pool Cleaning (\$70 per hour, more than one trip may be necessary)
  - I would like to have my pool cleaned for a maximum of \_\_\_\_\_ hours
  - I would like to have my pool cleaned until it is clean, regardless of hours
- Spa Opening with Water Balancing
  - I have a spill-over spa attached to my pool - \$125
  - I have a portable spa that is not attached to my pool - \$150
  - I have a portable spa and no pool - \$200
- I would like a FREE Liner Replacement Quote
- Special Instructions: \_\_\_\_\_

### Choose your Poolboy Service Options (description of services on page two): Travel Charges are Extra

- I have an In Ground Pool, 18' X 36' or larger - \$80 per visit
- I have an In Ground Pool smaller than 18' X 36' or an On Ground Pool - \$65 per visit
- I have an Above Ground Pool - \$50 per visit
- I would like \_\_\_\_\_ weeks of Poolboy Service
- I would like Poolboy Service to start the week of \_\_\_\_\_
- I would like \_\_\_\_\_ visits per week (min. 1 visit per week)

**Please sign below** - The customer hereby acknowledges that they have read, understand and agree to Waterworks' Terms and Conditions (located on page two) and request the above services.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### Deposit information: (minimum deposit of \$200 required to book pool opening or Poolboy weekly service)

- Cheque enclosed in the amount of \$ \_\_\_\_\_
- Please charge my credit card \$ \_\_\_\_\_ as an opening or Poolboy deposit.

**Credit Card Authorization and Signature:** MasterCard Visa  
Credit Card # \_\_\_\_\_ Expiry Date: \_\_\_\_\_

Signature: \_\_\_\_\_

## SUBMIT FORM VIA EMAIL

**Automatic Monthly Payment:** Initial here \_\_\_\_\_ to sign up: I authorize Waterworks to charge my credit card the balance due for my account at the end of every month. A summary statement indicating all charges will be sent each month.

Credit Card numbers will be encrypted to meet Payment Card Industry Data Security Standards (PCI DSS).

## Pricing and Descriptions of Springtime Pool Services

### Pool Opening:

Ladders, rails, slides, solar blankets and rollers, etc. will be cleaned and installed. Equipment and plumbing will be hooked up. If water level is high enough, equipment will be setup and started. We will clean, vacuum and scoop leaves for 30 minutes. Additional cleaning, if requested, will be billed in ¼ hour increments. If not requested, it will be assumed the customer has agreed to perform additional cleaning as needed.

### Pump and Motor Inspection:

Remove loose debris from strainer basket, impeller and housing, blow dirt and dust from motor, clean and inspect pump body, motor, strainer basket and strainer cover for breaks or cracks, check o-ring for proper seal, clean vents and inspect for leaks. When requested, this service will be performed during the pool opening.

### Sand Filter Media Cleaning:

Remove dial valve and inspect top 4" of sand. Remove and replace if needed. Replace dial valve and use Natural Chemistry Filter Perfect as directed. After Filter Perfect is allowed to soak for 6 hours the **customer** must backwash the filter and then start the system as usual.

### Springtime Pool Cleaning:

If your pool is dirty, cloudy, and green and full of leaves after your opening, we can clean and clear up your pool. We will brush, vacuum, backwash, skim the surface and add the necessary chemicals to clear the pool. (Chemicals are extra). Several trips may be necessary, as dirt can become stirred up by vacuuming and must settle before continuing.

### FREE Pool Liner Replacement Quote:

We can replace your old pool liner with a beautiful patterned liner and in most cases we can save your existing water. Our Project Manager will come to your house, take rough measurements and provide you with a quote for free.

### Portable Stand Alone Spa Opening:

Spa will be drained, anti-freeze will be removed, the spa surface and cover will be cleaned with the appropriate cleaners, the spa will be re-filled and the cartridges will be rinsed and washed, the spa will be started and balanced with your chemicals.

### Poolboy Service:

Test and correct water balance, backwash filter, check and correct water level, visually inspect all equipment and plumbing, brush and vacuum pool every visit, skim pool surface, check and clean slides, diving boards, handrails, ladders etc, clean skimmer and pump baskets. Includes regular chemicals. **Note: Pool must be cleaned and balanced before first visit.**

### Hourly Service Charges

Our Service Technician rates are \$70 per hour plus \$30 for his assistant. These rates begin when we arrive on-site and stop when we leave. Travel time is billed by KM; notes below.

### Travel Service Charges

**Travel charges are billed on top of ALL listed prices.** Travel time is billed per KM based on the round trip KM's from our office to your house, according to Google Maps. Charges range from \$0.80-\$1.50 per KM depending on distance and crew size.

**NOTE ABOUT FIXED-RATE PRICES: ALL QUOTED PRICES WILL BE ADJUSTED DOWN IF THE JOB TAKES LESS TIME OR PRODUCT THAN EXPECTED. IF THE STANDARD WORK NEEDS TO BE ADJUSTED UP WE WILL ALERT YOU BEFORE COMING. IF JOB TASKS ARE ADDED BEYOND THE DESCRIPTION, THE PRICE WILL BE ADJUSTED UP AFTER COMPLETION.**

### Owner Responsibilities

Schedule pool opening at least 10 days before you plan to swim; it can take time to clear up cloudy or green pools. We must have access to yard, pool and pool equipment on the day we are scheduled to open, or a trip-charge will be assessed.

### Terms and Conditions

Cleaning and maintenance services do not guarantee equipment will operate without failure. For Poolboy customers we guarantee a clear pool at all times except in the event of major storms, flooding, power failure, equipment failure, customer neglect that leads to dirty water, or the existence of phosphates in the water.

We are not responsible for the effects of hydrostatic pressure. Water exists in the earth and can, at times, cause liners to float, or concrete or fiberglass pools to pop out of the ground. We do not conduct soil water-saturation tests unless requested by a customer. Our Service technicians will assess apparent and observable site conditions, surface water, past and future weather forecasts in order to reduce the effects of hydrostatic pressure.

The customer is responsible for keeping their pool area safe, including drainage, non-skid decking, proper fencing and gates and accepts all responsibility for any injury resulting.