

2017 Pool and Spa Service Contract

Name: _____ Mailing Address: _____

Address of pool or spa: _____

Home Phone: _____ Cell Phone: _____ Work Phone: _____

Email Address: _____ Receive Invoices/Statements via Email

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



Gold Pool Service Package - We open the pool, take care of it weekly all summer and close in the fall. Guaranteed clear water!*

Retail Value - **\$4,100**

REGULAR PRICE - \$3,619

Book in February and pay **\$2,899 - 30% off the retail price!**

Book in March and pay \$3,259

Pricing does NOT include HST.

Gold package customers receive priority scheduling and a discount on pool repairs.

SILVER Pool Service Package - We open the pool, we clean it MONTHLY, we balance the chemicals and we close it in the fall.*

Retail Value - **\$1,800**

REGULAR PRICE - \$1,499

Book in February and pay **\$1,299 - 25% off the retail price!**

Book in March and pay \$1,399

Pricing does NOT include HST.

* Travel Charges Included (Moncton, Dieppe, Riverview) - * See other details on page 2

Choose your Pool Opening Options - (description of services on page two): **Travel Charges Included** (Moncton, Dieppe, Riverview)

I have an Above Ground Pool - **\$179**

I have a Winter Cover or Leaf Net (Debris will be removed and cover will be removed and cleaned) - **\$129**

Waterworks is to do the following with my cover: Fold and store cover Leave cover spread out to dry

I have an In Ground Pool - **\$229**

I have a Winter Cover or Leaf Net (Debris will be removed and cover will be removed and cleaned) - **\$169**

Waterworks is to do the following with my cover: Fold and store cover Leave cover spread out to dry

Other Options:

I would like a Pool Opening Kit (Chlorine, Pool Magic Spring & Fall with Phosfree, and 4LG Algaecide) - **\$79**

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 - **\$10 off retail price**

I would like my sand filter media cleaned - **\$69**

I would like a pump and motor inspection - **\$29**

I would like to have a Springtime Pool Cleaning (**\$199 per trip (2 hours per trip)**), more than one trip may be necessary - includes Aquavac)

I would like to have my pool cleaned for a maximum of _____ trips

I would like to have my pool cleaned until it is clean, regardless of trips

Spa Opening with Water Balancing

I have a spill-over spa attached to my pool - **\$169**

I have a portable spa that is not attached to my pool - **\$209**

I have a portable spa and no pool - **\$299**

I would like weekly spa maintenance service - **\$79 per visit**

Special Instructions: _____

Choose your Pool Maintenance Options (description of services on page two): **Travel Charges Included** (Moncton, Dieppe, Riverview)

I would like Pool Maintenance Service - **\$90 per visit**

I would like ___ weeks of Pool Maintenance - I would like Pool Maintenance Service to start the week of _____

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 - We will contact you shortly for payment:

- Minimum deposit of \$200 required to book pool opening or Pool Maintenance weekly service

- If you pay in full for pool opening you save 5% (Until March 15) - DOES NOT apply to packages

Pricing and Descriptions of Springtime Pool Services

Gold Pool Maintenance Package:

Includes pool opening and cover removal with pool opening kit. Includes initial cleanup (up to 2 trips at 2 hours each - extra time will be billed per "Springtime Pool Cleaning"). Bi-weekly Pool Maintenance Service in May, weekly Pool Maintenance Service in June, July, August and **now includes weekly pool service in September**. Pool closing with cover and cleaning of salt cells or filter cartridges is included. All chemicals are included. In order to get February and March discounts per page 1, Packages must be paid in full during February or March.

Silver Pool Maintenance Package:

Includes pool opening and cover removal with pool opening kit. Monthly Pool Maintenance Service from May to September, Pool closing with cover and cleaning of salt cells or filter cartridges is included. All balancing chemicals are included (**customer pays for chlorine, algaecides, phosphate treatments, etc.**). In order to get February and March discounts per page 1, Packages must be paid in full during February or March.

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 up to 30 minutes - this does not guarantee a clean pool. Additional cleaning, if requested, will be billed in 2 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 (using our commercial Aquavac), 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.

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.

Spa Maintenance Service:

Test and balance spa water, clean water line, test operation of spa equipment, rinse filters. Does NOT include: draining and cleaning as needed. Does NOT include: day-to-day sanitizing of spa; owner is required to manage bromine/chlorine levels and water clarity.

Pool Maintenance 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 for weekly Pool Maintenance and Silver Package Pool Maintenance customers.**

Service Charges

Service calls include the first hour of service on-site and the travel charges to get to the site within Greater Moncton. Rates are : \$129 for one technician and \$169 for two technicians. It is at Waterworks discretion as to whether we send one or two technicians. Our Service Technician rates are \$99 per hour plus \$40 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 for hourly jobs, and jobs outside of Moncton/Dieppe/Riverview. 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 \$0.90-\$4.00 per KM depending on distance and crew size.

Owner Responsibilities

Allow at least 10 days after the pool opening 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 service call will be assessed. Power and water **MUST** be on during our service call.

Terms and Conditions

Pricing does NOT include HST.

If your pool is over 800 sq. ft. or if you have a water feature, extra charges may apply.

Cleaning and maintenance services do not guarantee equipment will operate without failure. For Gold Pool Maintenance and weekly Pool Maintenance 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.

Service Repairs to pools on the Gold Pool Maintenance will be invoiced at regular rates/product prices - 10%.

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.