



Pool Service Agreement

Office (281) 909-7946 Store and Office Number

Thank you for choosing us to care for your pool! We are excited to serve this need and are passionate about keeping your pool safe and clean for the health of your family. Pool chemistry is a delicate balance and requires a commitment from the pool owner to be as diligent in care as we are on the one day a week that we visit. Pool owners must agree to care for the pool in-between visits. Too many things can happen daily that affect the equipment and chemicals. Here's a list of what we provide and what we ask of the pool owner so together we can keep your pool happy and healthy. *Happy Swimming!* This service agreement outlines our commitment to provide the most professional care for your pool or spa. If you will take a few moments to read it carefully, it will help to avoid any future misunderstandings.

1. Pricing:

Weekly/Bi-Weekly Rate \$65.00 (plus applicable taxes). Under our "all inclusive" plan, Pool Porters provides all the necessary maintenance and balancing chemicals, and the chemicals are stored on our service trucks. This plan is our best value in weekly pool service. Monthly rates can be requested for once-a-month billing.

Maintenance price quoted is for Autopay and requires you to put a card on file or set up ACH via Square. Non-Autopay customers are \$70 plus tax per week billed Monday of each week and must be paid that day to be on the schedule for the week unless other arrangements are made.

2. Services Included:

On each service, our maintenance tech will do the following:

- Vacuum or leaf-master the pool
- Brush the walls and steps
- Clean the pool pump basket
- Backwash and recharge filter as needed
- Empty the traps and skimmers
- Empty the pool sweep bag
- Test and adjust the water chemistry
- Note any problems with the equipment and create a work order

3. Equipment Problems:

If your maintenance technician notices a problem with the pool, they will send you a note and contact our office (281-909-SWIM). In the event a problem arises, please call our office as soon as possible to authorize a repair service call by one of our trained equipment repair specialists.

4. Access:

The customer must provide ready access to the maintenance tech on the day of service either by providing a key or ensuring the pool and equipment area are unlocked on the day of service. If the tech is locked out, there will be a \$15.00 trip charge to return and clean the pool. No refunds will be given for lockouts.

5. Water Level:

It is the customer's responsibility to maintain the water level. We cannot be responsible for any equipment damages or other issues that arise as the result of low water level in the pool.

6. Inclement Weather:

In the event of rain or freezing weather, we will perform a chemical and equipment check only on the pool, leaving out those items that require the use of a pole. No refunds will be given for such visits. Employers, supervisors, and workers should understand lightning risks, characteristics, and precautions to minimize workplace hazards. Lightning is unpredictable and can strike outside the heaviest rainfall areas or even up to 10 miles from any rainfall.

<https://www.osha.gov/sites/default/files/publications/OSHA3863.pdf>

7. Salt Chlorinators:

We understand and appreciate the benefits of saltwater chlorination, however, salt is still a corrosive mineral and Pool Porters cannot and does not accept any responsibility for any damage, staining, corrosion, or deterioration of any of the pool equipment or surfaces, that may result from the use of salt in the pool.

8. Service Problems:

If you are not completely satisfied with our service, please contact us immediately. We do not offer refunds for problems that are brought to our attention, at a later date, but we will make every effort to come out and correct any problems immediately when you bring such issues to our attention.

9. Payment:

Payment is due weekly or monthly at the beginning of the month for that month.

10. Repair:

If there are any issues with the pool equipment, let us know as soon as possible and we will schedule a time to diagnose the issue, and provide a quote for the repair.

11. Holidays:

If your maintenance day falls on a holiday, your pool will not be maintenance on these days. If you have a party scheduled during one of these Holidays and need your pool cleaned in advance, please schedule as far in advance as possible because we have a limited number of spots, and they fill up fast! We take our vacation in the winter when most pools aren't used.

- | | |
|---|--|
| <input type="checkbox"/> Memorial Day | <input type="checkbox"/> Thanksgiving Week |
| <input type="checkbox"/> Independence Day | <input type="checkbox"/> Christmas Week |
| <input type="checkbox"/> Good Friday | <input type="checkbox"/> New Year's Week |

CYA – Important Information You Need to Know

Levels exceeding a threshold of 50 parts-per-millions of cyanuric acid REDUCES the effectiveness of the chlorine in a pool. This lowers the amount of bacteria a given amount of chlorine can kill. It reduces the chlorines' ability to control algae as well requiring higher and higher amounts of chlorine to keep the bacteria under control. Cyanuric acid is a substance used as a stabilizer, mixed into pools to keep the chlorine from being lost due to exposure to sunlight over time. It protects chlorine atoms by forming a molecular bond with the chlorine, which keeps the chlorine from forming other bonds. While this does protect the chlorine from the decay that ultraviolet radiation causes, it also reduces the ability for chlorine to react to the bacteria or other microbes in the pool, reducing its ability to fight them. Thus, the need for a higher chlorine dosage each time it's treated.

The most effective amount of cyanuric acid that can be used without ruining the germ-killing strength of the chlorine is approximately 20 to 50 parts-per-million. Above 50, the cyanuric acid levels begin to impede the effectiveness of the chlorine and your pool will require more chlorine. If your CYA is above 50 and requires more chlorine it will be billed separately.

Customer Information

Name: _____ Address: _____
Email: _____ City: _____ TX Zip: _____
Billing Address: _____ City: _____ TX Zip: _____
Phone: _____ Cell: _____ Gates: _____ Dogs: _____ Price: _____

*I **AGREE** to all the above information and conditions. Should my pool CYA become higher than **85** parts per million I understand that I will have to treat or drain my pool to get the number back within normal healthy range. I also agree that **ALGAE** treatments are a **separate** charge from regular maintenance and agree to **help** maintain my pool. Maintenance price quoted is for **Autopay** and requires the customer to put a card on file. Non-Autopay customers are \$65 plus tax per week billed Monday of each week unless other arrangements are made. Please let us know if you need any help!*

Customer Signature: _____ Printed Name: _____ Date: _____

Please text photo of signed agreement to: 713-419-4454 or email to poolporters@gmail.com