

"THE ROYAL TREATMENT FOR YOUR POOL"



## Residential Weekly Service Agreement

Name \_\_\_\_\_ Cell \_\_\_\_\_

Service Address \_\_\_\_\_

Email \_\_\_\_\_ Other Phone \_\_\_\_\_

Service Instructions & Notes (Gate codes, etc...):

Billing Address: (if different than service address)

Payment Options: (select one)

– **On-line Bill Pay:** Pay on line through your bank due on the 1<sup>st</sup> of each month

– **Auto Charge:** Pool Kings will charge your credit card on the 1<sup>st</sup> of each month. (Please fill out an Auto Charge form. Pool Kings can fax or email you a form)

*Note: All monthly invoices are emailed towards the end of the month*

We hereby propose to provide weekly pool service at the above address for \$ \_\_\_\_\_ per month.

Applicable sales tax will be added. The following is included in our weekly service:

1. Test and adjust the water chemistry for chlorine and ph weekly. Test total alkalinity, calcium hardness, stabilizer (CY), Phosphates and salt if applicable, once monthly or as needed.
2. Empty traps and skimmers, backwash filter as needed, Brush tile, walls, steps as needed. (Calcium removal from tile is additional.)
4. Add water to the pool while on site. Water will be added as a courtesy. (See #2 below for additional details.)
5. Email after each visit detailing work done and problems noted with our on-line software (must have password to log in)

The following terms and conditions apply to the service:

1. **Safety Issues:** The homeowner/resident is responsible to maintain code compliance with the city on issues such as fencing and gates, backwash/waste lines and all other applicable safety issues.
2. **Water Level:** If water is needed, we will add water while on site and will turn it off when we leave. It is the homeowner's responsibility to maintain proper water levels.
3. **Chemicals:** All basic chemicals (liquid acid, liquid chlorine & 3" chlorine tabs) are included and stored on our vehicles. All other chemicals such as algacides, phosphate removers, shock, Calcium hardness, stabilizers, salt, etc.... Will be charged extra and will be invoiced separately.
4. **Payment Terms:** Service is billed at the beginning of the month for that current service weeks in that month and must be paid by the 15<sup>th</sup> of the same month to insure uninterrupted service. Repairs are billed when completed and are due within 15 days of the completion date. You can also pay using all major credit cards or by bank check. Unpaid bills will result in suspension or cancellation of service. All past due invoices are subject to a late fee.
5. **On Rainy Days:** Only a chemical service and emptying of baskets will be performed. (No refunds will be given for this type of service.)
6. **Termination:** Service may be terminated at will by either party with no advance notice. However, service is billed at an annualized price. If you need service for summer months only, your billing may increase.
7. **Pets:** The homeowner/resident is responsible to contain and restrain their pets.
8. **Additional Cleanup Charges:** In the event that the pool is unusually dirty at time service is started or in the event that the pool receives excessive debris and or dirt load due to homeowner/resident, landscaping or poor draining, there will be an additional charge of \$80.00 per hour for each hour over the normal time. Any extra visits requested by the homeowner/resident are a minimum \$45 charge.
9. **Customer Satisfaction:** Our goal is your complete satisfaction. In the event that a job is not satisfactorily completed, it is the customer's responsibility to notify Pool Kings within 2 days, (preferably sooner), so that we can look into the matter and resolve it quickly.
10. **Repairs:** We are happy to perform all repairs and remodeling. Call us for a free quote. Our labor charge to dispatch a repair technician to your pool for repairs is \$100.00 per hour. For our weekly services customers we try to troubleshoot/repair while servicing your pool. If your pool service tech can not determine the problem, then we will need to dispatch our repair tech. Any repairs over \$500 require 50% deposit before work can begin.
11. **All Cleaning Systems:** Need to be kept in good operating order. **Sand filter media** should be changed every 4 to 5 years. **D.E. Filters** should be broken down and cleaned every 6 months. **Cartridge Filters** should be broken down and cleaned every 3 months. Pool Kings can provide **D.E. filter and cartridge filter** cleans for our weekly service customers at a discounted rate.
12. **Staining:** Under the terms of this agreement, Pool Kings will not be held responsible for any staining of plaster. Since plaster is composed of natural materials, a certain amount of shading, staining and color variation is to be expected. Different forms of staining occur in all pools and with proper chemistry can be held to a minimum.
13. **Routine maintenance** Any repairs under \$100 will be done as a matter of routine maintenance. Any amount over that will be approved by the customer. Repairs done will be billed separately and are due upon receipt of the invoice.
14. **Access to pool/equipment** If we can't access your pool or equipment due to locked gates or unfriendly animals, you will still be charged for that visit.

Respectfully submitted by Pool Kings LLC:

The above prices and specifications are satisfactory and are hereby accepted. I hereby authorize Pool Kings to do the work and agree to pay according to the terms outlined in this agreement. ALL PRICES ARE SUBJECT TO CHANGE.

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