



Company Policies

Observed Holidays

Since our distributors and supply houses are closed, Arizona Pool Pros will also be closed and will not perform any services on the following observed holidays.

If your regularly scheduled service day falls on one of the holidays below your pool will receive a limited service a few days before or after the holiday (excluding weekends). Since we maintain your pool in accordance with local Public Pool Health Code Standards your pool will remain in good, swimmable condition, even if it is not serviced every week. Because we factor potential missed services caused by holidays, illness, etc. into our pricing; **NO** discounts will be given for a skipped service visit. This is because extra chemicals are added prior to the holiday and in the case of a missed service visit, the pool usually requires extra time and chemicals to clean up the additional debris on the next service visit.

- Good Friday
- Memorial Day
- 4th of July
- Labor Day
- Thanksgiving Day
- Day After Thanksgiving

- **Due to our supplier's very limited holiday schedules** we are closed **Christmas Eve** through **New Year's Day**. During this time we will be able to provide emergency service only. Please keep in mind that even though we provide emergency service, due to our supplier's very limited holiday schedules and shipping restrictions, the parts needed may not be available until after January 1st. Again, please keep in mind that **NO** discounts will be given for missed services due to holidays as we have already factored this into our pricing (see paragraph above).

- If you have an **Emergency** with your pool please turn off the pool equipment at the main breaker and call us at 480-986-6858. If we are out of town or otherwise unavailable we will send out one of our recommended service companies to help expedite your service needs. If this occurs all repairs and billing for the completed repairs will be handled by the recommended company.

Thank you for your continued business,

Arizona Pool Pros



Above Ground Spa and/or Isolated Spa Policy

The overall issue with servicing an above ground spa, etc. is the fact that a spa (due to its gallon capacity versus number of bathers) must be maintained more than once a week. Compared to a swimming pool, there are fewer gallons of water per user in a spa; therefore the concentration of bacteria is higher. It is common to have only 200 gallons of water per person in spa as compared to 1,800 gallons of water per person in a pool. Three (3) people in a 600 gallon spa is equivalent to 137 people in a 27,000 gallon pool (a typical diving pool). Other pool service companies have told us that they would not service an above ground spa unless the homeowner signed a waiver of liability releasing the pool service company from any and all injuries or illnesses that may occur in conjunction with using the spa. This was simply because the spa requires the chemical balance to be checked and adjusted 2 - 3 or more times per week depending on the amount of usage it receives and the temperature the spa is kept at, since hotter water temperatures will result in elevated bacterial growth and the chlorine and other sanitizers will break down more quickly. **An improperly or poorly maintained spa can cause the following health issues:**

Non-fecal related illnesses:

- Dermatitis
- Otitis Externa aka Swimmer's Ear (an infection of the outer ear canal)
- Legionnaires Disease (very severe form of Pneumonia caused by bacteria)
- Pseudomonas aeruginosa (causes urinary tract, respiratory & soft tissue infections)
- Molluscipoxvirus (a skin infection that can take several months to heal)
- Plantar Warts
- Athletes Foot
- Adenovirus (most commonly cause respiratory illness)
- Bromine Itch (associated with a common type of bromine tablet)
- Hypersensitivity Pneumonitis aka Hot-Tub Lung (caused by bacteria in spa mist)

Fecal Related Illnesses (everyone has fecal matter on their body at all times):

- Cryptosporidium (parasite requires 6.7 days to be killed in pools & spas)
- Giardia (parasite requires 45 minutes to be killed in pools & spas)
- Shigella (bacteria that causes diarrhea, fever and stomach cramps)
- Escherichia coli O157:H7 (bacteria requires 1 minute to be killed in pools & spas)
- Adenovirus (also causes gastroenteritis, conjunctivitis, cystitis and rash illness)
- Hepatitis A (virus requires 16 minutes to be killed in pools & spas)

****Kill Times Based on 1 ppm Chlorine at 7.5 pH and 77 Degrees Fahrenheit Water Temperature.**

These previous illnesses are the reasons that Arizona Pool Pros will only provide service to above ground spas, etc. after each client has received a copy of this notice. This notice is provided as part of each and every New Client Packet we issue and it can also be found in the Agreement & Policies section of our website. It would be inappropriate for us to leave you with the impression that having Arizona Pool Pros service the spa only once per week would in any way guarantee that the spa was safe enough for you and your family to use at any given time. Therefore, we always recommend that the client check and adjust the chemical balance of the spa before and after each use and between Arizona Pool Pros scheduled service visits.



Thunderstorms & Lightning

In the event of a thunderstorm and/or lightning Arizona Pool Pros will always abide by the 30-30 Rule.

"30-30 Rule"

- When you see lightning, count the time until you hear thunder. If this time is **30 seconds** or less, go to a safer place. If you can't see the lightning, just hearing the thunder is a good back up rule to use to take cover.
- Wait **30 minutes** or more after hearing the last thunder before leaving the safer location.
- The "**30-30 Rule**" will not work well for "first-strike" lightning from locally developing thunderstorms. Watch for brewing convection and seek shelter before the first lightning is produced.

The most important statement for everyone to understand, memorize and to act on is: **NO PLACE OUTSIDE IS SAFE from lightning NEAR THUNDERSTORMS!** - Obtained from the National Weather Association (www.nwas.org)

Pool/Spa Safety Fencing, Yard Fencing

Due to the liabilities associated with all types of pool/spa safety fencing & yard fencing, Arizona Pool Pros will ALWAYS make certain that ALL gate(s) leading to the yard and/or pool area are properly shut, latched, (locked when applicable) prior to leaving the property and/or pool area.

Pool Covers (Solar/Bubble & Vinyl)

Due to the liabilities associated with the proper removal & installation of all types of pool/spa covers, Arizona Pool Pros will only perform the following services if a pool/spa has a cover in place at the time service is to be performed (check & adjust the chemical balance, empty the skimmer/pump baskets and check pool/spa equipment). If client/resident wants the full service to be performed then the client/resident is responsible for the removal and installation of the existing cover. The only exception to this is if the pool/spa is fitted with a fully automatic and properly operating cover. No refunds or discounts will be given for services performed on a pool/spa if a cover is in place at the time of service.

Safety Covers, Nets, Etc.

Due to the liabilities associated with the proper removal & installation of all types of pool/spa safety covers, nets, etc., Arizona Pool Pros will only perform the following services if a pool/spa has a cover in place at the time service is to be performed (check & adjust the chemical balance, empty the skimmer/pump baskets and check pool/spa equipment). If client/resident wants the full service to be performed then the client/resident is responsible for the removal and



installation of the existing cover. The only exception to this is if the pool/spa is fitted with a fully automatic and properly operating safety cover, net, etc. No refunds or discounts will be given for services performed on a pool/spa if a safety cover, net, etc. is in place at the time of service.

Pool Furniture & Toy Removal

It is ALWAYS the sole responsibility of the client/resident to remove any and all pool furniture and/or toys from the pool/spa. Arizona Pool Pros is NOT responsible for any damage that occurs to either the pool vacuum or any other part of the pool/spa surface and its equipment due to damage that results from leaving pool furniture and/or toys in either the pool and/or spa.

Refunds

Clients are required to give 30 days' written notice of cancellation. In the event that a client cancels service after we (Arizona Pool Pros) have received their payment, we will complete the services that have been paid for. If the client refuses to allow us to complete the "Paid For" service(s), we will **NOT** issue any refunds or credits as the client is choosing to cancel the service agreement and prevent the completion of service.

Internet Prices... Something To Think About.

As you have noticed, we are not the average priced pool service in the valley. This is because we are a company that focuses on **Quality**. We strive to provide the highest **Quality** weekly care, service, repairs and installation available. We employ only Nationally Certified Pool & Spa Operators who have more education, training and experience than the average pool service technician. Our last pool serviced each day receives the same superior **Quality** service that the very first pool received. Our commitment to **Quality** is proven daily through our business practices and it's these practices that help to set us apart from the competition.

Sometimes people ask us to match the prices of the **low price, no service** internet & retail stores and every time we must politely decline because if we matched their prices, we would not be able to continue to provide our high **Quality** service to our valued clients. Besides more often than not the internet & retail stores are advertising prices which are usually much lower than the wholesale prices we pay. And don't forget the fact that you will normally have to wait 1 - 2 weeks before the product arrives where as Arizona Pool Pros can usually install the product the very next day.

If you simply want a cash and carry item, with no service attached, then there are a number of online and retail stores out there. If you value high **Quality** service, then we are the pool service provider you've been looking for.

If you call Arizona Pool Pros with the intention of having us install a part or parts that you purchased elsewhere (other than through Arizona Pool Pros) we will be happy to do so however a minimum \$150.00 charge will apply. Note that with this installation or repair Arizona Pool Pros does NOT and will NOT offer any warranty on any of the parts, labor or repairs made and we



are NOT liable for any resulting damages or other issues that may arise from any work or installation of parts during this service or resulting from it.

If you would like more information or to discuss available services please give us a call at **480-986-6858** or email us at info@arizonapoolpros.com as we would like the opportunity to make your acquaintance.

Service Warranty

New Installs & Repairs:

Most products today carry a one year parts warranty.

When new products are installed or repairs are made to a pump, filter, cleaning system, etc. ONLY the manufacturer's warranty (if any) is implied.

Arizona Pool Pros warranties our labor for ONLY 30 days from the date the new product is installed or repair(s) are performed.