



## Weekly Service & Repair Agreement

Name: \_\_\_\_\_ Home Phone: \_\_\_\_\_

Service Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip: \_\_\_\_\_

Billing Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip: \_\_\_\_\_

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

E-mail: \_\_\_\_\_ Community Gate Code: \_\_\_\_\_ Home Gate Code: \_\_\_\_\_

Dogs (Breed/Name): \_\_\_\_\_

**This section to be completed by a Service Manager** - We hereby propose to provide weekly pool service at the above address for:

(  X ) \$95 / month for Weekly Full Service (Spas, Spools & Play Pools up to 15,000 gallons)

Note: If your pool is greater than 15,000 gallons, an additional charge of \$5.00 for every 1,000 gallons will apply to the service price quoted above.

Total Gallon Capacity: \_\_\_\_\_ Total Price for Pools > 15k gallons \$ \_\_\_\_\_

Number of Fountains: \_\_\_\_\_ Notes: \_\_\_\_\_

The following is included in Weekly Full Service:

- ◆ Test and Adjust Water Chemistry (Includes testing for Free Available Chlorine (FAC), pH, Total Alkalinity Weekly)
- ◆ Water Balance Chemicals Included (Chlorine Tabs, Muriatic Acid & Soda Ash)
- ◆ Empty skimmers weekly
- ◆ Inspect Equipment and Backwash filter monthly, or as needed
- ◆ Net the pool / spa
- ◆ Brush steps weekly
- ◆ Monitor salt cell buildup
- ◆ Guaranteed Algae Prevention (If your pool starts to turn **Green**, we'll fix it for free as long as Client follows all conditions of this agreement.)
- ◆ Lube Pump O-ring as needed
- ◆ Leave Orange Skimmer Tag after each visit under skimmer lid

\*Invoices will usually be generated and e-mailed on the 1<sup>st</sup> of each month.

The service price above includes the following: Up to 20 minutes Labor each week for 15,000 gallons or less; larger than 15,000 gallons the \$5.00 per 1,000 gallons charge will apply to cover extra service time and chemicals needed to complete your weekly service. For additional chemical and labor questions, please read the "Chemicals" and "Additional Cleanup" sections on the back of this form. If Arizona Pool Pros is to care for any fountains on client's property, an extra charge of \$15 per fountain per week will apply.

- ◆ I agree that no verbal representations have been made to me contrary to the understanding set forth herein.
- ◆ I, the undersigned, have read, understand and do accept all the terms and conditions listed on the front and back of this form.

(Client or Authorized) Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

- ◆ Customer Responsibilities: (For the Remainder of the Document - Arizona Pool Pros = APP; The Client = I; my)
  - Maintain the water level.
  - Keep all trees and plants trimmed away from the pool area and pool equipment.
  - Trim all palm tree pollen pods within 2 weeks AFTER they sprout.
  - Keep all equipment in good operating condition.
  - Run the pump/filter during the proper times. (Summer months usually require some daylight hours.)
  - Run the pump/filter for the proper number of hours. (Sand filters usually require at least 10 hours during the summer.)

By signing this service agreement, I authorize my Cartridge filter, if so equipped, to be cleaned every 3 months for an additional service charge. (Please keep in mind that a cartridge life expectancy is 2 – 3 years at which time they will require replacement.) I also authorize my D.E. filter, if



so equipped, to be backwashed monthly and the grids to be cleaned one time per year, twice per year on pools with heavy usage (pets, parties, high foliage/debris levels, etc.) for an additional service charge.

- ◆ By signing this service agreement, I authorize that minor work and repairs, such as replacement of pool vac parts, all baskets, pop-ups and salt cell cleanings, etc., can be performed onsite or offsite, as needed. All work is C.O.D. unless other arrangements are made in advance. All old parts & materials will be left onsite except pump motors, filters or other large equipment as these will be recycled or disposed of as legally required.
- ◆ I will let the technician know of **any parties** or planned activities that may result in a need for extra pool service or chemicals, **at least one week in advance**. I understand that any extra chemicals or service time (labor) needed before or after the event will be charged additionally.
- ◆ I understand that any additional services or repairs not specifically listed on this agreement ARE NOT INCLUDED, and that this agreement is transferable (i.e. Home Sale) and that weekly service prices are subject to change upon notice.
- ◆ I acknowledge that I have received the New Client Packet that included a copy of the following: Service Agreement; Company Policies (Observed Holiday & Isolated Spa, Etc.); and Liability Insurance Certificate.

The following terms and conditions apply to the service:

1. **Agreement Term:** This is a Month-to-Month Weekly Service & Repair Agreement. However, I agree to give 30 days written notice via e-mail to Arizona Pool Pros (APP) prior to cancelling service. Failure to provide 30 days notice will result in an early termination fee equal to one half my monthly service rate. If I cancel service after a payment has been made, APP will complete the work paid for. No credits / refunds will be given. I also understand that the Monthly Service Price is based on year-round service and that I am expected to maintain pool service with Arizona Pool Pros throughout the entire year, not just during the swimming season.
2. **Payment Terms:** I, the Client, agree to pay all balances within 14 days of the billing date. Invoices not paid by the 1<sup>st</sup> of the next month will be assessed a \$15.00 per month late fee. All billing statements are presumed correct unless I, the client, notify APP IN WRITING within 21 days of the invoice date. I, the client, agree to pay an additional \$55.00 fee for all check(s) returned unpaid (i.e. stop payment, insufficient funds, etc.). I understand that any account balance left unpaid past 60 days will be turned over for collections. I, the Client, agree to pay any and all reasonable attorney's fees and collection expenses. I also understand that the late fee will increase to \$30.00 per month for any invoice with an unpaid balance past 60 days overdue.
3. **Safety Issues:** The homeowner/resident is responsible to maintain code compliance with the City on issues such as fencing, gates and all other safety issues. APP will not perform service if anyone under the age of 18 is without parental supervision in the pool area at the time of service. If this occurs, NO refund or credit will be given. Removal of pool covers or nets is the responsibility of the Client.
4. **Chemicals:** All chemicals are provided by APP and stored on our vehicles. This service package includes chlorine tablets, muriatic acid and soda ash as part of the service price. Any chemical NOT specifically listed in this document is NOT included in this service package and will be charged additionally as it is needed by the pool. Phosphate Remover will be added and charged additionally to maintain phosphate levels below 100 ppm. There will be an additional charge for a floating chlorinator unless there is a suitable, undamaged chlorinator present.
5. **Stormy Weather & Lightning:** If stormy weather occurs, (i.e. rain, high winds, or threat of lightning) on the day service is performed, chemicals will be added and baskets will be cleaned. Services beyond this will not be performed until my next service date. In the event of lightning, APP follows the 30 / 30 Rule. (See [www.lightningsafety.com](http://www.lightningsafety.com) for complete details)
6. **Schedule:** APP technicians perform weekly service on the **same** day each week. I, the Client, understand that in the unlikely event that my service visit needs to be rescheduled due to holiday, illness, industry training seminars, etc., my service may be provided either a few days before or a few days after the affected service visit, excluding weekends & holidays. On a rare occasion, APP may have to skip a service visit altogether. If this happens, No Refunds or Credits will be given as additional cleanup time will be needed during the next service visit. See the New Client Packet for a list of Observed Holidays.
7. **Pets:** The homeowner/resident is responsible to contain and restrain his/her pet(s).
8. **Gates:** APP employees always make certain that all gate(s) leading to the yard and pool area are properly shut, latched, (locked when applicable) each time we pass through them and prior to leaving the property.
9. **Fuel Prices:** A \$5 monthly surcharge is assessed when fuel prices reach \$3.00/gal. for 87 octane; \$10 when fuel is \$4.00/gal., etc.
10. **Customer Satisfaction:** Arizona Pool Pros' goal is your complete satisfaction. In the event that a job is not satisfactorily completed, it is the client's responsibility to notify APP within 7 days (preferably sooner), so that we can look into the matter and resolve it quickly. If, the Client, does not bring the issue to APP's attention during that time frame, APP will not issue any credits.
11. **Additional Cleanup:** In the event that the pool requires vacuuming or is unusually dirty on your day of service or in the event that the pool receives excessive debris and/or dirt load due to landscaping or poorly designed and/or otherwise impaired cleaning equipment, etc, there will be an additional charge of \$20 for every additional 20 minutes over the initial 20 minute service time when cleanup is completed during regularly scheduled service. If the pool is larger than 15,000 gallons additional charges will only be applied after the Normal Service Time has elapsed. If the client requests cleanup for a day other than their regular service day, then APP's standard service call rate will apply. Removal of patio furniture and toys from the pool is the homeowner/resident's responsibility.
12. **Repairs:** APP will perform all repairs and most new product installs. Call us for a free quote. For our weekly service customers, there is no charge for troubleshooting prior to the repair. If repairs are performed by a company other than APP, a 15% increase to your weekly service rate may apply. Any repairs more than \$500 require a 60% deposit before work can begin.

04/2011