



Owner Operated

To set clear customer expectations, below is a quick reminder of our service policies.

Weekly Service Calls

The service technician will make one visit per week.

Inclement Weather (extreme rain/wind)

On heavy rainy/windy days we will do our best to at least perform a quick chemical and basket service. When conditions are severe we may have to miss your pool but will get it back to normal the following week.

Holidays

If your service day falls on a national holiday, your pool will be serviced the following week. If your service day falls on a holiday and you need your pool serviced for a special event, please call a week in advance so arrangements can be made to ensure your pool is in shape for your event.

Vacation/Training Shut Down

Monthly invoices are based on a 4-week month. During each year however there are 4 months that contain 5 weeks. We do not bill you for these extra weeks and use these days at various times through the year for educational seminars and vacation. Vacation and training are typically scheduled during the slower/cold seasons. We shut down every year Thanksgiving week and Christmas/New Years. You will be notified in advance on your monthly invoice.

Locally Operated

We are local so do not hesitate to call/text in between weekly visits if you observe an issue with the pool that should not wait until the next service call.

Monthly Invoice and Incidental Charges

Invoices are generated and mailed the first of the month and are due by the last day of the month. We value your prompt attention to paying on time. Your monthly invoice covers our time to clean your pool and spa, and balance chemicals (services vary based on your unique plan).

At various times of the year you may need and will be billed for the non-routine services/supplies required to keep your pool at its best:

- Conditioner, phosphate remover and Algaecides
- Filter cleaning (recommend 2-4 times per year)

Repairs

Major repairs will be scheduled and completed with your advanced approval. Small repairs such as a broken pool bag, leaks, O-rings will be done immediately on-site and added to your monthly bill. This is to ensure the condition and appearance of your pool is maintained.

Rate Increases

The cost of pool supplies and services increase over time. You will be notified in advance of any rate changes. We try very hard to keep this at a minimum.

Customer Responsibility

To keep your swimming pool in peak condition it is critical that you monitor your pool in between service visits. Keep all your gates and fences surrounding your pool in good working order, remove pool cover (if applicable) on day of service, and maintain the proper water levels at all times. Letting your pool level drop below the skimmer basket or go too high will cause damage. The filtration equipment needs to run for 4-6 hours per day during the winter months and 6-8 hours during the warmer months.

We sincerely appreciate your business and hope our service agreements help clarify how we operate. Your feedback is always welcomed.

Contact Information:

Howard Bowers

P.O. Box 2911

San Ramon CA 94583

925-525-9383