



NEWTOWN POOLS LLC

Servicing Pools in Your Area Since 1984

2019 SERVICE AGREEMENT



****10% OFF ALL OPENINGS & PACKAGES THAT ARE SCHEDULED & PREPAID BY 5/15/19**

*****ALL PACKAGES INCLUDE TAX AND MUST BE PREPAID IN FULL***

_____ **Total Service Package:** Spring opening, 1-hour initial vacuum initial chemical balance, up to 20 weekly maintenance visits (chemicals included), fall closing and up to 5 emergency service calls (less parts).

Opening Date Requested: _____ Maint. Day: _____ Maint. Start Date: _____ In-Ground Pool \$3,900 _____ w/ Spa \$4,300 _____

_____ **Bi-Weekly Service Package:** Spring opening, 1-hour initial vacuum, initial chemical balance, up to 10 Bi-weekly maintenance visits (chemicals included), and fall closing.

Opening Date Requested: _____ Maint. Day: _____ Maint. Start Date: _____ In-Ground Pool \$2,850 _____ W/Spa \$3,100 _____

_____ **Standard Service Package:** Spring opening, 1-hour initial vacuum, initial chemical balance (chemicals included), and fall closing

Opening Date Requested: _____ Initial Vacuum Date: _____ In-Ground Pool \$1,375 _____ In-Ground Pool & Spa \$1,700

_____ Safety Cover (mesh with springs) or _____ Solid Cover *If solid cover; please add an additional \$100 to each package*

****Please see additional fees that may apply at the bottom**

Single Service Options (Openings, Closings, Various Maintenance & Specialty Services):

Opening Date Requested: _____

- | | |
|---------------------------------------------------|-----------------------------------------------------------|
| _____ \$390 Open In-ground pool with safety cover | _____ \$525 Open In-ground pool with spa and safety cover |
| _____ \$475 Open In-ground pool with solid cover | _____ \$550 Open In-ground pool with spa & solid cover |
| _____ \$290 Open Above Ground Pool | _____ \$225 Open Spa/Hot Tub |

_____ Weekly Maintenance \$95 per visit **chemicals not included**
(One time in-season maintenance visit with filter cleaning add \$60) **Maint. Start Date:** _____ **End Date:** _____

_____ Bi-Weekly Maintenance \$110 per visit **chemicals not included** **Maint. Start Date:** _____ **End Date:** _____

_____ Initial Vacuum \$90 per hour per visit **chemicals not included** **Vacuum Date Requested:** _____

_____ Initial Port-A-Vac \$95 per hour per visit **chemicals not included** **Port-A-Vac Date Requested:** _____

_____ Test Water & Add Chemicals \$85 per visit **chemicals not included** **Water Balance Date Requested:** _____

_____ Pool School \$175 **Pool School Date Requested:** _____

Closing Date Requested: _____

_____ \$390 Close In-ground pool with safety cover _____ \$525 Close In-ground pool with spa and safety cover

_____ \$475 Close In-ground pool with solid cover _____ \$550 Close In-ground pool with spa & solid cover

_____ \$290 Close Above Ground Pool _____ \$225 Close Spa/Hot Tub

_____ \$125 Winter Maintenance (per visit) **Winter Maint. Date/s Requested:** _____

Additional Fees that apply to all above services and packages:

- | | |
|--------------------------------------|-------------------------------------------------------|
| _____ \$50 Water Feature | _____ \$100 Multiple pump system |
| _____ \$100 In-floor cleaning system | _____ \$100 Additional for covers secured with stakes |
- _____ All prices are up to 20'x 40'IG rectangle, if larger additional fee to be quoted

***SAVE 10% OFF your initial in-store chemical purchase from your water analysis after your pool opening!**

***Authorize automatic payments to your C.C. SAVE an ADDITIONAL 10% OFF all in-store chemical purchases!**

Customer Name: _____ **Ph:** (____) _____ - _____ **Email:** _____

Address: _____ **Town:** _____ **State:** _____ **Zip:** _____

Credit Card# (Visa, MC, Amex) _____ **Exp** ____/____ **Security Code** _____

This agreement must be signed and returned prior to service and Account must be current to schedule additional services

Customer Signature _____ **I have read and agree to the contract and all terms and conditions**

Print Name _____ **Date** _____

Terms and Conditions

Dear Valued Customer, Newtown Pools will provide professional & reliable service agreed to in a timely manner. We offer single services or all inclusive service plans to best fit your needs. Staffed with experienced, licensed service technicians we are equipped to not only maintain, but to also perform professional repairs and equipment replacements. Our goal is to provide unmatched service to ensure you enjoy the most out of your swim season!

Thank you for choosing Newtown Pools and have a GREAT swim season!

Services and Descriptions:

Pool Opening:

- Remove and store winter cover and plugs
- Install diving boards, hand rails and ladders
- Chemically treat water with shock and algaecide
- Make 2 attempts to start heater
- Connect and start filter system
- Inspect all fittings and equipment
- Brush walls and floor
- Take water sample back to our store for water analysis

Initial Port-A-Vac:

- Use our own equipment to vacuum
- Preserves your filter system
- Pool loses more water this way, but most efficient initial vacuum
- Up to an hour, follow up may be necessary for an additional charge

NOTE: Water will be removed from the pool during this process and refilling pool is homeowners responsibility

Initial Vacuum:

- Uses your filter system
- Up to an hour, follow up may be necessary
- Less water loss but will still need to top off pool due to backwashing

NOTE: You are responsible for refilling the pool after backwash

Weekly Maintenance:

- Once a week
- Vacuuming & skimming debris
- Checking that equipment is in good working order
- Chemicals will be billed as needed and are **not** included in the service **unless** you have an all-inclusive maintenance plan
- Testing and balancing of water chemistry
- Emptying of skimmer and pump baskets

Bi-weekly Maintenance:

- Twice a month (every other week)
- Vacuuming & skimming of particles & debris
- Checking equipment is in good working order
- Chemicals will be billed as needed and are **not** included in the service **unless** you have an all-inclusive maintenance plan
- Testing and balancing of water chemistry
- Emptying of skimmer and pump baskets

Pool School:

- Instruct you on the complete operation of your pool
- Instruct you how to maintain and operate equipment
- Instruct you on how to maintain proper chemistry
- Up to 2 hours, one-on-one, hands on learning experience

Pool Closing:

- Blow water from & winterize plumbing lines
- Install winterizing plugs
- Chemically treat with shock and algaecide (additional water balancing can be done for an additional cost)
- Install winter cover (NOTE: water bag, rope secured or staked secured covers will be billed additional)
- Disconnect pump (if possible) and store
- Remove ladders and hand rails

Winter Maintenance:

- Remove leaves & debris off winter cover
- Maintain proper off season water level to help prevent cracking of skimmers and tile
- Chemically treat water to help prevent algae & bacteria growth (very important in warmer than usual winter months)

Client Responsibilities & Expectations:

Newtown Pools expectation of clients includes tasks to be performed **between** or **prior** to scheduled maintenance visits:

- Maintain proper operating water level
- Remove pests, bees and insects invasions
- Pets must be restrained or put inside
- Keep a clean work area around the pool & equipment
- Emptying of skimmer & pump baskets
- Gate codes or keys must be provided for our access

Pool Opening:

- Water and debris must be removed from cover
- Pool water must be raised to operating level prior to pool opening (mostly clients with solid covers)
- Equipment must be accessible
- Remove any pests, bees and insects invasions
- Gate codes or keys must be provided for our access
- Power/breakers must be on for all equipment
- Keep a clean work area around the pool & equipment
- Pets must be restrained or put inside

IMPORTANT NOTES TO CUSTOMER:

*Newtown Pools LLC is not responsible for debris/dirty water falling into the pool during cover removal.

*If debris and/or water are requested to be removed by our technician there will be a \$75 per hour fee.

*If a second trip is required to start the pool due to no power, locked gates, etc. an additional charge of \$75 will be applied.

*Vacuuming and scooping leaves is **not** included with the pool opening.

*If you would like a follow up visit to vacuum or scoop leaves, please schedule once the pool water is clear enough to see the bottom (this avoids potential surface damage during blind- vacs).

Initial Vacuum:

- Water must be clear enough to visibly see bottom
- Not performed during the pool opening or closing
- **You** must maintain proper filter pressure
- Water level at or above proper operating level upon our arrival
- Not included in the cost of pool opening or any other service

Newtown Pools is not responsible for water loss or any damage that may occur during an initial vacuum.

If we are not able to vacuum and need to return due to water clarity or insufficient water level there will be an additional \$75 fee.

Please notice there are two types of initial vacuums available, select which best fits your needs.

- Initial Port-A-Vac:**
- Water must be clear enough to visibly see bottom
 - Not performed during the pool opening or closing
 - Water level at or above proper operating level upon our arrival
 - Not included in the cost of pool opening or any other service

NOTE: Water will be removed from the pool during this process and refilling pool is homeowners responsibility

Newtown Pools is not responsible for water loss or any damage that may occur during an initial vacuum.

If we are not able to vacuum and need to return due to water clarity or insufficient water level there will be an additional \$75 fee.

- Weekly Maintenance:**
- Maintain proper operating water level
 - No pests, bees and insects invasions
 - Pets must be restrained or put inside
 - Check/Empty skimmer & pump baskets
 - Keep a clean work area around the pool & equipment
 - Gate codes or keys must be provided for our access

- Bi-weekly Maintenance:**
- Maintain proper operating water level
 - Maintain chemistry
 - Maintain filter pressure by cleaning or backwashing
 - Brush walls and floor to remove algae **at least twice a month**, doubled in September & October
 - Keep a clean work area around the pool & equipment
 - Gate codes or keys must be provided for our access
 - Empty skimmer & pump baskets
 - Skim and/or vacuum debris
 - No pests, bees and insects invasions
 - Pets must be restrained or put inside

- Pool Closing:**
- Water must be lowered to winterizing level (4-6 inches below skimmer)
 - Pool should be clean of debris and water clear upon our arrival

If water is not low enough to winterize, there will be a \$75per hour fee for us to lower OR a return visit fee of \$75

Newtown Pools LLC cannot and will not be responsible for the condition or clarity of the pool water when the pool is opened.

- Winter Maintenance:**
- Schedule when there is a thaw
 - No pests, bees and insects invasions
 - Pets must be restrained or put inside
 - Path shoveled or plowed for access
 - Keep a clean work area around the pool & equipment
 - Gate codes or keys must be provided for our access

Disclaimer: Newtown Pools is not responsible for staining, scaling or any tile or surface damage that may occur during the winter season.

Newtown Pools LLC will not be held responsible for damage caused by weather, lawn services, construction, organic stains, etching, corrosion, underground leaks or deterioration due to equipment breakdowns or malfunctions. Rare but if needed to drain pool, Newtown pools LLC will not be responsible for any damage occurred. Newtown Pools LLC will make every attempt to maintain proper water chemistry balance while there may be some factors that are beyond our control and can greatly change chemistry. We will not be held responsible for bather discomfort, plaster etching, calcium build-up, staining and other chemical related issues. Newtown Pools LLC love pets but cannot be responsible for pet injuries due to chemical exposure or escaping from and open or unlocked closure. In the event of fuel inflation there will be a \$5 fuel surcharge added to services. There will be an additional charge for requested Saturdays, \$50 for open/close and \$25 for any other service.

Equipment and Repairs: Newtown Pools LLC will make recommendations for equipment upgrades and replacement parts as needed. To ensure you will get the most out of the short pool season we ask that by signing this agreement **you pre-authorize Newtown Pools LLC to replace any parts not exceeding \$50.** This will not only save time and money but will keep your pool in good working order having to avoid equipment shutdowns and chemical treatment setbacks. If you wish you can decline the pre-authorized repair within 7 days of invoice, at which point we will remove the parts/equipment and reverse charges. Please note that declining pre-authorized repairs can damage pool equipment, resulting in higher repair costs, additional cleaning fees and voidance of warranties. If a repair exceeding \$50 is required or recommended you will need to sign and return an estimate in addition to placing a 50% deposit before the parts can be ordered or replaced.

Plans & Payments

All maintenance plans must be paid in full at time of scheduling. There is an early sign up discount of 10% available until 5/15/18. New customers must leave a credit card on file for billing or prepay the service. Newtown Pools does not accept voice messages or verbal requests cancelling or postponing service. We request to cancel or postpone service you must notify us at least 7 days prior to service. If the cancellation is not received as requested the service will be completed and billed at the regular rate. Newtown Pools LLC services certain areas on certain days. If weekly or bi-weekly maintenance customers need to reschedule the service day, either once or permanently, there will be an administrative cost associated with reconfiguring our routes to accommodate these requests. These requests must also be provided 7 days prior to service. There will be a \$50 fee per month to all late payments, returned checks or charge-backs.

Weather: If bad weather occurs during a scheduled maintenance, we will perform a "rain check" in lieu of normal service; this includes balancing chemistry and emptying skimmer and pump baskets. If thunder and lightning are present we must follow safety precautions and stop all service until weather clears. Newtown Pools will make the best attempt to reschedule your service. Storm damage or excessive debris due to weather will be billed at an additional hourly service rate to remove.

Holidays: Memorial Day, Independence Day, and Labor Day. If your service falls on any of these holidays it will be rescheduled by Newtown Pools LLC and completed on the next available day we are in your area. There will be no adjustments made to invoices for rain or holidays.

Guarantee: Newtown Pools LLC strives to keep our customers happy and swimming! If you are not satisfied with a service visit please notify us within 24hours and we will re-clean the pool within four days for no additional charge!

