

MONTHLY SERVICE AGREEMENT

CUSTOMER NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

PHYSICAL ADDRESS: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

BILLING ADDRESS: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

BEST CONTACT NUMBER: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

ALTERNATE CONTACT NUMBER: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Start Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ for the customer, who agrees to pay for the year ‘round maintenance service outlined below at the rate of $\_\_\_\_\_\_\_\_ a month. This amount does NOT include chemicals or any additional services or fees.

Payment is to be made by cash, check, debit, or credit card. Invoices must be paid by the due date on the bill. If not paid within 5 days of due date then a late fee will be applied and services will be canceled.

Due to credit card processing fees, we will charge an additional 2.75% of total bill if you choose to pay with card via in store or through email. There will be an additional charge of 3.5% of total bill if you choose to pay over the phone. To avoid additional card processing fee please pay with cash or check. (Please refer to credit card authorization form)

A qualified service technician will make \_\_\_\_\_ trip(s) every week to the location above to perform the following services (weather permitting):

1. Backwash/Rinse filter system when needed (D.E. Filter included).
2. Clean tile in pool (cleaning suntan oils and organic materials from tile- NOT mineral deposits.
3. Clean strainer basket(s) as needed.
4. Vacuuming, leaf mastering, or leaf raking of the pool (As needed, according to your level of service plan, could be extra charge depending on extent of leaves & debris).
5. Chemical testing of pool and balancing water with chlorine and other chemicals/treatments as needed.
6. Complete water analysis.
7. Skim water surface each visit.
8. Brush pool and walls of pool (as needed).
9. Elimination and control of an algae problem (additional charges required).
10. Refilling of chlorinator and tubing adjustments (additional charge for tubing).
11. Minimal blow off around pool area to keep debris away from pool.
12. Polaris repair (additional charges for parts and labor).
13. Rainy day schedules shall consists only of chemical testing of the water, adding any necessary chemicals and checking the operation of all pool equipment.
14. The pool will not be serviced the week between Christmas and New Year’s Day, as we are closed for the holidays.

Service days may change due to unforeseen circumstances such as truck repairs, illness, doctors appointments, holiday, etc., but pools will be serviced weekly.

\*Please understand that our service guys are on a time limit to perform services at each pool. Please limit any questions you may have for the pool techs. Always feel free to call or email the office so we can further assist any questions you may have.

There will be NO credits issued to the customer for service not provided due to locked gates, animal problems, or any other problems beyond our control that might prohibit us from servicing your pool or spa. If we have to come back, an extra trip fee will be applied to bill. If you feel a service visit was missed for any other reason, please call or email our office within 48 hours and the visit will be rescheduled immediately.

CHEMICALS ARE **NOT** INCLUDED IN THE MONTHLY SERVICE.

We will NOT service pools with customer chemicals. Chemicals are to be provided and purchased from us due to the knowledge, training, and quality of chemicals used.

**Additional charges NOT included in the monthly service rate:**

1. As stated above chemicals are not included in the monthly service fee. That means ANY and ALL chemicals including chlorine, tabs, algaecides, clarifiers, metal removers, phosphate removers, stain removers, balancing treatments, etc.
2. The owner will be left a bucket of our tabs as needed. This bucket will last several months. All other chemicals will be distributed a la carte.
3. The owner will pay for an annual conditioning charge (if necessary).
4. D.E. filter owners will be charged $85.00 per filter annually for acid washing grids.
5. Cartridge filters need to be cleaned annually by the pool owner or by us, additional charges will be applied.
6. Any repairs to the pool or related pool equipment requested and/or authorized by the owner.
7. Any chemicals used to correct abnormal fill water or problems due to improper chemical maintenance that occurred prior to this service agreement.
8. Polaris parts and repair.
9. We will replace any broken baskets, pressure gauges, or equipment that we see needs to be replaced without notification. If anything is over $150 then customer will be notified before fixing or replacing. Charges for such repairs will be itemized and added to the next monthly bill. All other repair work will require prior authorization by the customer and payment shall be received upon completion of repair.

**The owner agrees to:**

1. Keep monthly service payments current.
2. Customers have 14 days to pay invoices. If invoices are not paid within 5 days of due date then late charges plus interest will be applied and also result in possible service cancelation.
3. Communication is key.
4. Acknowledge that the rate established under this agreement is for monthly service year ‘round. A higher rate will be assumed should this agreement be ended prior to the 12-month period designated above.
5. Maintain normal water level in pool.
6. Add any chemicals left by service technician as indicated.
7. Keep debris from trees and plants away from pool area.
8. Add chlorine between regular service calls if needed. In such cases, the chlorine will be provided.
9. Remove any type of pool cover on the day scheduled for service.
10. Keep the average pool temperature below 82 degrees Fahrenheit or agree to pay for additional chemicals.
11. Empty strainer baskets, robotic cleaner baskets, or Polaris baskets throughout the week. This should be done several times a week, preferably daily. (Failure to do so could result in additional charges.)
12. Contain any aggressive animals that may prevent us from being able to perform our services; and agrees to pay for additional trips\* required to complete services. \*prorated charges apply

\*Storm clean-up will be additional “case by case” charges.

Our goal at Clearwater Pools & Spas is to provide you with the best possible service available for your pool or spa. If, at anytime our service does not meet your expectations, please politely call so that we may resolve the matter. We value our customers and we aim to satisfy all of your pool needs.

Either party reserves the right to cancel this agreement at anytime necessary. However, if customer cancels agreement before yearly contract ends, they are subject to a $50 fee on their last bill.

**By receiving this letter, it will be considered implied consent, unless you let us know otherwise.**

*Thank you for choosing Clearwater Pools & Spas to service your pool!*