



True Blue Pools, LLC

3323 Partner Place #8

Lexington, KY 40503

859-523-0755

859-296-0890 fax

Residential Pool Maintenance Agreement

Basics Included in Weekly/Bi-Weekly Pool Service:

- Full equipment inspection, with pool technician, prior to services beginning.
- As needed: vacuum, brush sides, empty skimmer & strainer baskets, remove floating debris and scrub tile [in an attempt to remove visible waterline buildup]. *This does not include removing calcium deposits, imbedded oil in tile grout, or treating stains.*
- Backwash sand filter
- Test: chlorine, pH, and Alkalinity once each, and adjust accordingly. *True Blue Pools supplies all chemicals needed to maintain proper water balance in the pool. You will be charged monthly for chemicals, according to your pools' weekly needs.* [See chemical price list.]
- Blowing off of deck immediately surrounding the pool to remove sand, dirt, 'natural' debris.
- Visually inspect the pool and its equipment each week, and note any malfunctions and issues on the weekly doorhanger; with an estimate for the repair work. *It is your responsibility to call and authorize True Blue Pools to fix the issue.* If it is unable to be resolved during your regular service, an additional Service Charge may be invoiced.
- If the pool has an automatic cleaner, we will empty and rinse bags and screens.

NOTE: *It is highly recommended and encouraged for the homeowner, in between our visits, to net your pool, empty skimmer baskets, and empty auto-cleaner bags/cartridges (to prevent premature tears). This will keep your equipment, parts and pieces in tact much longer and allow for less stress on the motor.*

Chemical Pricing:

Chemical	Price	Per	Chemical	Price	Per
3-inch Triple Tablets*	\$84. ⁹⁹	22.5 lbs	Algimycin 2000*	\$29. ⁹⁹	1 qt
SuperSonic Chlorine Shock*	\$104. ⁹⁹	24 lbs	Muriatic Acid (pH down)	\$9. ⁴⁹	1 gal
Salt*	\$10. ⁹⁹	40 lbs	PhosFight	\$24. ⁹⁹	1 L
Stabilizer	\$16. ⁹⁹	4 lbs	PhosFree*	\$44. ⁹⁹	3 L
pH/Alkalinity Increaser	\$2. ⁰⁰	1 lb	Clarifier*	\$21. ⁴⁹	1 qt
Calcium	\$28. ⁹⁹	15 lbs			

*see Service Pricing page

General Filter Maintenance:

- All DE filters must be broken down and cleaned twice a year. *This service must be done so that the filter does not prematurely break, and void any warranties where applicable.* Upon request, this is an additional charge of \$200.00+DE. Any parts found to be bad will be replaced during the filter breakdown, and charged as applicable.
- All Sand Filter media should be replaced every 5-7 years. Upon request, this in an additional charge of \$200+sand. Any parts found to be bad will be replaced during the filter breakdown, and charged as applicable.



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General Filter Maintenance continued:

- All Cartridge Filters are rinsed with a garden hose as needed (monthly). Any parts found to be bad will be replaced during the filter breakdown, and charged as applicable. Upon request, with an alternate set of cartridges, True Blue Pools will deep-clean your cartridges (\$100).

Maintenance Services: (upon request*)

Additional cleanings (i.e. *Special Occasions*) are billed at \$75.00, scheduled at least 10 days in advance. *

Cleaning of salt cell [a.k.a. "check cell" or 90-day maintenance] \$10.

Stain remover treatment, \$30 per bottle. *

Revitalize filter media, \$18 per bottle.

Repairs Services:

Repairs/replacements **over** the preauthorized balance (see *Agreement* page) require customer approval. This approval can be given via email (WYoung.TrueBluePools@gmail.com) or phone (859-523-0755).

Repairs that are not made in a timely fashion may prevent the pool from running effective and efficiently.

True Blue Pools, LLC reserves the right to suspend service until the pool owner gives the necessary approvals.

Conditions and more:

True Blue Pools must be notified of parties or high bather loads. High bather loads increase sanitizer consumption. We bill based on chemical usage and number of days required. Recovery of a green pool is an additional cost, over and above monthly service. We bill after service is complete.

The customer or resident is responsible for removing toys from the bottom of the pool. Although we make an effort to clean around them, the suction of our cleaning equipment can pull the toys and clog our cleaning equipment, as

The customer or property management company is responsible for proper water level due to the length of time it takes to fill the pool. The pool cannot be serviced if water level becomes too low. Please be advised that over a period of time certain chemicals accumulate in the pool's water requiring that it be either partially or completely drained. The accidental addition of plant food, fertilizer or other incompatible chemicals may necessitate the immediate replacement of the pool's water before normal chemical balance can be maintained. You will be notified if this becomes necessary.

True Blue Pools, LLC must be notified in writing of any ownership changes or property sales pertaining to this agreement. Parties signing this agreement are responsible for the money owed for services provided. We will continue services until we have it in writing from the owner or property manager.

True Blue Pools, LLC will not be responsible for any pre-existing structural conditions, including but not limited to water loss due to leaks.



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True Blue Pools, LLC makes no warranties [implied or in writing] regarding services or equipment other than specified above. We will work with manufacturers to honor any equipment warranties installed by us or other pool builders which may need repair or replacement. We are a certified warranty dealership for Hayward and Dolphin.

If modifications are made to the pool areas that may encumber our performance you will be notified via email (e.g., trees, bushes, new plantings).

Again, True Blue Pools, LLC reserves the right to suspend service until the pool owner gives the necessary approvals; for True Blue Pools, LLC to make, or the customer makes, the necessary adjustments to the environment of the pool or equipment.

True Blue Pools, LLC is completely insured with worker's compensation and general liability insurance.

True Blue Pools, LLC will bill for each month's service on the last service day of the month for which services are being rendered. ***In the event payment is not remitted in 30 days, the credit/debit card on file will be charged for the balance plus 18%.***

True Blue Pools, LLC coordinates your cleaning day based on the area you reside and our established routes to save the most time, fuel and money to keep your cost down as much as possible. We will assign your day that works best for our route schedule.

All service and repair questions should **always** go through our office via email [WYoung.TrueBluePools@gmail.com] or phone 859-523-0755, to ensure all inquiries are handled properly and in a timely fashion.

True Blue Pools, LLC encourages **any** positive or negative information as *we try to provide the very best in service* and are committed to improving our customer service. Referrals are appreciated!

True Blue Pools, LLC is a full service licensed contractor for all outdoor projects being considered, such as, new pool construction (liner & fiberglass), pool acid wash & painting, vinyl liner replacement, winter safety cover install, and auto cover replacement. Call our office anytime to schedule a free consultation and estimate.

See *Service Pricing List* on last page, for individual pricing of services mentioned above.



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Agreement:

Excessive staining of pool finish, due to pools on well water or excessive leaves etc., will incur additional charges based on amount of stain remover needed (\$30 per bottle), which will be included in the monthly invoice.

Pools that have heaters **must** be equipped with an "Erosion Type Chlorinator" or an "Electronic Chlorine Generating System," which will be determined at your equipment inspection. An estimate will be sent for your approval.

TREES AND SHRUBS MUST BE MAINTAINED AND KEPT AWAY FROM THE POOL AT ALL TIMES. Your pool technician will report when this becomes a problem and you will be notified in writing with pictures when possible

I have read the above requirements. Initial_____

I authorize True Blue Pools, LLC to perform any necessary or emergency repairs and replacement pool tools if not provided within 15 days of sent estimate; up to the following amount: *(Choose one)*

- \$50 \$100 Other \$_____

Initial_____

I understand the credit card that I provide will ONLY be charged as I approve below, and a receipt will be emailed to me each month for my records.

Initial_____

I understand that my card will automatically be charged for any necessary filter maintenance. This may include, but is not limited to: revitalize or breakdown of filter, replacement of broken internal parts, media (addition or replacement, and/or chemicals.

Initial_____

This agreement must be signed by the owner of the property or designated Property Management Agency; is effective immediately and perpetual, unless changes are made, and new agreements are sent.

I would like my pool opened the **week day** of _____
circle one

I would like my pool closed the **week day** of _____
circle one

Proposed by: **True Blue Pools, LLC**

3323 Partner Place #8

Lexington, KY 40503

859-523-0455

fax 859-296-0890

Accepted by: _____

Date: _____

Customer Signature

Printed Name



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Bill to/Home Owner Name: _____

Service Address: _____ Billing Address _____

Entry Code (if applicable): _____ Primary Phone: _____

Alternate Contact: _____ Alt. Phone: _____

Bill to/Home Owner Email Address: _____

Do you have dogs? ___Yes ___No Attached Hot Tub? ___Yes ___No

Special Instructions: _____

Payment Authorization

I authorize True Blue Pools, LLC to automatically monthly charge the card listed below, for my **WEEKLY** circle one **BI-WEEKLY** pool maintenance, at \$85.⁰⁰ per visit, plus chemicals, plus the necessary/emergency repair amount I chose above.

In the event my account balance is 30 days overdue, I realize True Blue Pools, LLC will charge the card listed below, at a 18% interest.

I understand that I can cancel at any time **prior to the first of the following month.**

Credit/Debit Card Information:

Visa Mastercard American Express Discover

CVC/CVV number: _____ Exp. Date: _____ Billing Zip Code: _____

Credit Card Number _____

Cardholders Name _____

Signature _____ Date _____

You will receive an automated email on the first of every month notifying you of the monthly charge which serves as your receipt for services outlined. our office at (859)523-0755 or email if you have any questions.

True Blue Pools appreciates your business, and will NOT sell or compromise your personal information!



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Service Pricing- 2018

Weekly Service Prices [schedule evaluation before giving a price]

- **Once a Week Service-** 30k Gal or less **\$85 /wk**—plus chemicals*
- **Every 2 Week Service** 30k Gal or less **\$85 /2wks**—plus chemicals*

Each Weekly Service includes:

- Water test & chemical balance
 - **Included:* pH up/down, Alkalinity up/down, calcium hardness, as needed
 - **À la carte (to be housed on site, as needed):* 12-1lbs bags of shock, 22.5 lbs tub 3" tabs, 40 lbs bag salt, 1 qt. clarifier, 1 qt. algaecide
- vacuum
- backwashing
- skimming
- additional cleanings, upon request, are \$75 + chemicals

- **One-time Cleaning- \$95—PLUS** the cost of chemicals

Repair Service Prices (not available during weekly/bi-weekly visit)

- **Heater Install-** \$95.00/hr+heater+freight+materials
- **Filter Install-** \$200.00 +filter + materials
- **Pump Install-** \$200.00 + pump + materials
- **Sand Change-** \$200.00 + sand + materials
- **Motor Install-** \$150.00 + motor (+seal assembly)
- **Salt System Install-** \$250.00 + Salt System + Salt
- **Pool Light bulb replacement-** \$95.00 + bulb
- **Large/Heavy Equipment Disposal Fee (Filter, Pump, Motor, Sand, Heater, etc.)-** \$50.00
- **Timer Install-**\$95.00 + Timer + materials
- **Pool School-** \$100.00
- **Acid Wash-** \$600-900
- **Service Call-**\$95.00 + Parts
- **Pool Inspections-(pool must be running)** Basic \$125.00; In-depth \$225.00

Opening/ Closing Service Description:

☀ Openings: removing/folding/storing cover; collecting plugs; starting system; initial chemical test and treatment

Note: Vacuuming can ONLY occur IF the bottom of the pool is visible; **leaving heater on** must be requested; some services cannot be performed if the pool is not full

✳ Closings Include: Blow/plug lines, drain equipment, secure cover

Prices: **À la carte:** Additional Cleanings \$95 each + chemicals; replacement parts ≤\$25 itemized on invoice; Salt per bag

- **Inground Pool ☀ Opening** –\$200.00 +chemicals; +\$95 per hour for optional services (e.g. vacuum, cover cleaning, salt cell cleaning)
- **Inground Pool ✳ Closing** with cover-\$225.00 + chemicals
- **Inground Pool ✳ Closing** without cover-\$175.00 + chemicals
- **Above Ground Pool ☀ Opening with cover** \$225.00 +chemicals **WE DO NOT VAC AG POOLS AT OPENINGS**
- **Above Ground Pool ✳ Closing**-\$225.00 + chem's
- **Commercial Pool ☀ Opening**-\$300.00
- **Commercial Pool ✳ Closing**-\$350.00 +chemicals

In-ground Opening Packages: **Green to Clean** Opening + \$85 per visit + chemicals

Swamp to Swim Opening + \$95 per hour + chemicals



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Dear Valued True Blue Customer:

We have listened to you! This letter is to advise you of changes in the residential pool maintenance, from True Blue Pools, LLC. Most of the changes were suggested by *you*—our valued customers.

This new procedure is one more example of our effort to provide innovative products and services, in a timely manner, at the lowest possible cost. Enclosed, you will find a Residential Pool Maintenance Agreement; complete with an outline of basic pool service, chemical pricing, optional services, conditions, and a copy of the 2018 Service Pricing.

While we strive to run True Blue Pools more efficiently and make economical adjustments—for both our customers and our business—we appreciate your loyalty and cooperation as we incorporate feedback we've received over the years.

After completing pages 4 and 5, please mail or bring them to our store: 3323 Partner Place #8, Lexington, KY 40502, or fax them to us at 859-296-0890.

Thank you for accepting this new policy as a necessary step in our growing, local, business.

Here's to our continued partnership under these new arrangements.

Sincerely,

Wesley Young & Jacob Zaluski
Owners; True Blue Pools, LLC