



# True Blue Pools

3323 Partner Place #5  
 Lexington, KY 40503  
 859-523-0755  
 859-296-0890 fax

## Residential Pool Maintenance Outline of Services

### Basics Included in Weekly, Bi-Weekly, and Monthly 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 pool water for the following: Free, Total & Combined Chlorine, pH, Alkalinity, Calcium Hardness, Cyanuric Acid, Iron, Copper, and Phosphates, and adjust each 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 a doorhanger or within the email you receive from your chemical check; possibly 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 TBP 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:** NOTICE: Due to Covid-19 supply and demand issues chemical prices may change without notice.

Chemical*	Price	Per	Chemical*	Price	Per
3-inch Triple Tablets	\$159. <sup>99</sup>	22.5 lbs	Algimycin 2000	\$36. <sup>99</sup>	1 qt
SuperSonic Chlorine Shock	\$64. <sup>99</sup>	12 lbs	Acid Blue(pH down)	\$13. <sup>49</sup>	1 gal
Salt	\$16. <sup>99</sup>	40 lbs	PhosFight/PhosClear	\$27. <sup>99</sup>	1 qt
Stabilizer	\$24. <sup>99</sup>	4 lbs	PoolPerfectMAX+PhosFree	\$72. <sup>99</sup>	3 L
pH Increaser	\$7. <sup>99</sup>	2 lbs	PhosFreeMAX	\$49. <sup>99</sup>	1 qt
Calcium Hardness	\$36. <sup>99</sup>	15 lbs	Chitosan Clarifier	\$27. <sup>99</sup>	1 qt

\*see À la carte section on **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+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 \$275+sand/glass. Any parts found to be bad will be replaced during the filter breakdown and charged as applicable.
- ☑ All Cartridge Filters must be rinsed with a garden hose when needed (most likely, monthly). This service can be provided during the regular cleaning visit, for an additional \$50. 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 \$95, scheduled at least 10 days in advance. \*

Cleaning of salt cell [a.k.a. "check cell" or 90-day maintenance] \$30.

Stain remover treatment, \$36.<sup>99</sup> per bottle.

Revitalize filter media, \$21.<sup>99</sup> 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:**

**Parties & High Use:** True Blue Pools must be notified of parties, 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.

**Toys & Floats:** The customer or resident is responsible for removing toys from the surface and bottom of the pool. Although we make an effort to clean around them, the suction of our cleaning equipment can pull the toys clogging our cleaning equipment and/or your system. *You may be charged \$10 per item*, which needs to be removed, to clean the pool.

NOTE: It is *not* advised to store chemicals with toys and/or floats. We recommended chemicals be stored in a separate bin, or (i.e. if in the same shed) on shelves while toys are kept on the floor.

**Water Level:** 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 will not be responsible for any pre-existing structural conditions, including but not limited to water loss due to leaks.

Property Ownership: 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.

Warranties: 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.

Services & Payment: If modifications are made, or need to be made, to the pool areas that encumber our performance you will be notified via email and/or doorhanger (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 feedback 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 vinyl liner replacement, winter safety cover installs, and auto cover replacement. Call our office anytime to schedule a free consultation and estimate.

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

## **Bi-Weekly & Monthly Service:**

We appreciate your business and look forward to working with you to keep your pool in great condition all summer.

The **True Blue** team will visit your pool every other week (Bi-Weekly Service) or every 4 weeks (Monthly Service) and provide the following services:

- Vacuuming (if bottom of pool is visible)
- Skimming leaves and debris
- Emptying skimmer and pump baskets
- Backwashing filter (rinse filter cartridges @\$45 as needed)
- Blow deck of debris
- Testing water and adding chemicals (as outlined above) as needed
- Empty and rinse automatic cleaner (where applicable)

## **Customer Responsibilities**

Below are some simple steps, which you are responsible for on the weeks that the True Blue team does not service your pool:

- Keep the water level stays between the top and bottom of the skimmer opening.
- Empty skimmer baskets and pump-basket
- Brush sides of pool, skim floating debris, (vacuum if needed)
- Backwash & rinse sand/glass-media filters
- Add chemicals as needed: At the *very least*, chlorine pools will need shock and 3" tablets. The exact amount is based on pool size. If you are unsure as to how much to add, you're welcome to ask the technician while at your house, or call the store. You are *always* welcome to bring a water sample to our store, for a free analysis & consultation.

*Our team is available to answer your pool questions!*

Call us at (859) 523-0755 or stop by our store at 3323 Partner Place #5; 40503.

Failure to maintain your pool during off-weeks may result in cloudy water, algae, or other costly issues.

*True Blue Pools is not liable for issues arising from customer negligence.*

## Residential Pool Maintenance Agreement

**YES!** I would like True Blue Pools to care for my pool     Weekly     Bi-Weekly     Monthly

*I only want my chemicals checked and balanced. I will clean & care for the pool & equipment myself.  
(\$65 per visit plus the cost of chemicals.)*

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 (\$36.<sup>99</sup> per bottle), which will be added to 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. Tree & shrub maintenance along the driveway/path to the pool may be requested as well.

I have read the above requirements.    Initial \_\_\_\_\_

I authorize True Blue Pools, LLC to perform any necessary or emergency repairs and replacement pool tools & equipment 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. This agreement is effective immediately and perpetual, unless changes are made, and new agreements are sent.

Please, go ahead and schedule my pool opening the week of \_\_\_\_\_.

Please, go ahead and schedule my pool closing the week of \_\_\_\_\_.

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

**3323 Partner Place #5**

**Lexington, KY 40503**

**859-523-0455**

**fax 859-296-0890**

Accepted by: \_\_\_\_\_ Date: \_\_\_\_\_

*Customer Signature*

*Printed Name*

**Please send a completed agreement (pages 5 & 6) to the above address, fax, or email  
[WYoung.TrueBluePools@gmail.com](mailto:WYoung.TrueBluePools@gmail.com)**

Bill to/Homeowner Name: \_\_\_\_\_ Primary Phone: \_\_\_\_\_

Service Address: \_\_\_\_\_ Billing Address: \_\_\_\_\_

\_\_\_\_\_  
City and Zip Code

\_\_\_\_\_  
City and Zip Code

Bill to/Home Owner Email Address: \_\_\_\_\_

Alternate Contact Person: \_\_\_\_\_

Alternate Phone: \_\_\_\_\_

**Site Info:** Entry/Gate/Cover Code (if applicable): \_\_\_\_\_

I have dogs that may be in the yard when you arrive.

I have a Spa/Hot Tub you will be cleaning as well.

I store my pool chemicals\* \_\_\_\_\_

*(e.g., blue shed, brown bin on porch, next to equipment)*

\*storing chemicals next to, or in the same bin as toys is NOT advised

Special Instructions: \_\_\_\_\_

*(e.g. please scrub steps well, they tend to get slick; make sure gate latches upon leaving; run backwash hose to the street)*

**If you are new to TBP, or you have new or updated equipment, please tell us about your systems.**

What brand is your...

...pump? \_\_\_\_\_ HP  VS

...filter? \_\_\_\_\_

Type: Sand  Cartridge  DE  other

...sanitizing system? \_\_\_\_\_  none

Type:  Chlorine Feeder  Salt  UV/Ionizer  other

...automatic cleaner? \_\_\_\_\_  none

My system is automated.  I have water features.

## Payment Authorization

I authorize True Blue Pools, LLC to automatically monthly charge the card listed below, for the pool maintenance choice I marked above; the chemicals required for healthy, balanced, and sanitized water; and any 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.

Please call (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!*

# Service Pricing- 2022

**Weekly Service Prices** [If you are uncertain of the complexity of your pool system, and we have never been there, feel free to schedule an evaluation before relying on this price.]

- **Once a Week Service**- 40k Gal or less **\$95/wk**—plus chemicals\*
- **Every 2 Week Service** 40k Gal or less **\$110/2wks**—plus chemicals\*

**Each Weekly Maintenance Service includes:**

- ✓ Water test & chemical balance
- ✓ Vacuum
- ✓ Backwashing
- ✓ Surface skimming

\**À la carte* (chemicals will be supplied as needed, and housed on site) 12-1lbs bags of shock, 22.5 lbs. tub 3" tabs, 40lbs bag salt, 1 qt. clarifier, 1 qt. algaecide, pH Increaser, Alkalinity Increaser, Alkalinity/pH Decreaser (a.k.a. Muriatic Acid, Dry Acid)

- **One-time/Additional Cleanings- \$125/hr** —**PLUS** the cost of chemicals

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

- **Service Call**- \$125.00/hr + Parts
- **Pool School**- \$125/hr
- **Pool Inspections**- \$250.00 (pool must be running) this utilizes leak testing
- **Leak Detection**- Dye: \$125/hr Kit: \$250
- **Heater Install**- \$125.00/hr + heater + materials + freight
- **Pump Install**- \$225.00 + pump + materials
- **Motor Install**- \$175.00 + motor (+seal assembly)
- **Filter Install**- \$350.00 +filter + materials
- **Sand Change**- \$275.00 + sand(\$16.<sup>99</sup>/bag) or glass(\$32.<sup>99</sup>/bag) + materials
- **Salt System Install**- \$275.00 + Salt System + materials +Salt(\$14.<sup>99</sup>/bag)
- **Pool Light bulb replacement**- \$125.00 + bulb
- **Light Install**- \$125/hr
- **Timer Install**- \$125/hr + Timer + materials
- **Large/Heavy Equipment Disposal Fee** (Filter, Heater, etc.)- \$100.00

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## **Opening/ Closing Service Description:**

☀ Openings: removing cover, collecting plugs, vacuuming can ONLY occur IF the bottom of the pool is visible, leaving heater on must be requested

❄ Closings Include: Blow/plug lines, vacuuming can ONLY occur IF the bottom of the pool is visible, drain equipment, secure cover

**Prices:** *À la carte*: Additional Cleanings \$125 each + chemicals; replacement parts ≤\$25 itemized on invoice;

Salt per bag

- Inground Pool ☀ **Opening with cover**- \$225.00 plus chemicals w/vac + \$110/hr
- Inground Pool ☀ **Opening without cover**- \$200.00 plus chems w/vac + \$110/hr
- Inground Pool ❄ **Closing with cover**- \$275.00 + chem's w/vac + \$110/hr
- Inground Pool ❄ **Closing without cover**- \$175.00 + chem's w/vac + \$110/hr

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**Above Ground Pool ☀ Opening with cover** \$200.00 WE DO NOT VAC AG POOLS AT OPENINGS

**Above Ground Pool ❄ Closing**- \$200.00 + chem's

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**Post- Opening Checkups**- \$65/visit- plus chems