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16772 W Bell Rd. Suite 110-128 Surprise AZ 85374 Office (623)293-7353

<b>Service Agreement</b>			
<b>Customer Contact Information: Please Print or Type</b>			
<b>Name:</b>			
<b>Billing Address:</b>			
<b>City:</b>	<b>State:</b>	<b>Zip</b>	
<b>Service Address 1:</b>			
<b>Cell #</b>	<b>Home #</b>	<b>Office #</b>	
<b>E-mail Address (for billing required):</b>			
<b>Start Date:</b>	<b>Gate Code (if applicable):</b>	<b>Key required?</b>	<b>Y or N</b>

**Options:** Pool Care Plus will determine cost of service based on chlorination type, size, and specific needs at the time of estimate or your pool or spa (Local discounts are available).

- **Chemicals Only Service (Option 1)** Chemical analysis check and balance only, service timers will be run based on amount of chemicals added. Chemicals provided to balance and sanitize your pool are Chlorine (granular & tabs only), Soda Ash (pH increaser), Sodium Bicarbonate (alkalinity increaser), Muriatic Acid & Dry Acid (pH & Alkalinity de-creaser) or, Chlorine Stabilizer tabs.  
NO CLEANING SERVICE IS PROVIDED WITH OPTION 1
- **Regular Weekly Services (Option 2)** Includes Option 1 PLUS: brushing sides & steps, emptying all baskets (skimmer, leaf, and pump), Backwashing Sand or DE Filters (as needed), DE recharge (as needed), Lube O-rings (as needed), Visually inspect for leaks/preventative maintenance, Set timers for appropriate circulation time, Option 2 does NOT include: Vacuuming or skimming debris out of pool.
- **Full Weekly Service (Option 3)** Includes Options 1 & 2 PLUS: along with Skimming or/and Vacuuming the pool (as needed), Visual inspection of pool equipment, Lube O-rings (as needed), Set timers for appropriate circulation time, Upon request we will leave you a service slip (Going Green & Paperless Campaign).
- **Full Weekly Service with House Check (Option 3HC)** Includes an addendum to Option 3 Service – See Office for Details
- **Bi-weekly Full Service (Option 3a)** is the same as Option 3 with the exception that it is only offered during the months of November-February, and customers must maintain the pool during the off weeks.
- **Custom Option (Opt C)** – This option is for people who are providing us with chemicals needed to maintain their pool and we do specific maintenance/cleaning tasks for the customer at each visit. Each is individually tailored to fit customer needs.

**Chemical Information:**

Chlorine Tabs (up to 3 per week), Sodium Bicarbonate (Soda Ash), & Muriatic Acid, are included in weekly service. There are separate charges for the following: Liquid Chlorine (for Super Chlorinating), Granular Chlorine (Shock), Stabilizing Conditioner, Salt, Algaecides, Calcium, metal, enzyme, or Phosphate Removers, or anything that would be used to correct water chemistry due to circumstances beyond our control, such as: weather (heat, winds, etc.) or neglect but not limited to those circumstances.

*I/WE would like Option # \_\_\_\_\_ @ \$ \_\_\_\_\_ (per mo) Please verify your option price with the office or technician.*

**Terms & Conditions:**

**PLEASE READ THIS AGREEMENT IN ITS ENTIRETY SO THAT YOU HAVE A FULL UNDERSTANDING OF THE TERMS & CONDITIONS**

**Service/Maintenance:**

Pool Care Plus's service provides four (4) visits per month. Although there are some months you will still be receiving five (5) visits while only paying for four (4). For this reason, a standard four (4) days per year are reserved for planned vacations. We reserve the right to schedule this time according to our preference. Service days are scheduled based on already established service areas. Customers will receive adequate notice of permanent service date changes or scheduled vacation time. In some instances (especially extreme heat, wind, or rain) technicians may fall behind in scheduled services. At default your service would be rendered the next business day. In the event of extreme rain or wind on your service day, the pool/spa will be cleaned to the extent that weather permits, and chemicals will be added to your pool. If there is freezing weather there will be no service. If the service day falls on a holiday, service will be 1-2 days before or after the normal day. We are closed the week of Thanksgiving and the week of Christmas through the first of the year as part of regularly schedule vacation time. **Filters** cartridges & DE grids need to be cleaned at 4 times per year, but depending on your particular pool it can vary. Filters cartridges need to be replaced typically every 3 years. You can clean your filters or opt to have us do this maintenance for you. Please advise us of when you clean them so we can note our records accordingly. If you chose to have us do this task filters will be broken down and cleaned four (4) times per year at a charge of \$50-\$150.00 per visit. Prices vary depending on filter type and degree of cleaning required.

**Repairs under \$25.00 will be done as a matter of routine maintenance**, any amount over that will be approved by customer and due at the time of service unless approved by Office Manager for alternate billing method. Repairs fees



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over \$50.00 are due at the time of service, or require pre-approval for billing. Partial payment (deposit's) for repairs may be required according to our Bid policy. A restocking fee of \$15% is charged on all cancelled/return orders. **There is an additional \$15.00 charge for cleaning SALT CELLS, per occurrence, billed to your account.**

CHEMICAL RESTART FEES WILL APPLY TO ALL POOLS THAT HAVE BEEN DRAINED OR PARTIALLY DRAINED to correct water chemistry. Pool Care Plus reserves the right to increase monthly service charges at any time and implement fuel surcharges, as needed. If you have any complaints or concerns regarding completeness of service please call Pool Care Plus @ 623-293-7353 within 24 hours after the service occurred or was scheduled to have occurred.

\*We have read and understand the Service Maintenance section of this Agreement  
(Please initial & date below)

Initials:	Date:
Initials:	Date:

**Customer/Tenant Responsibilities:**

Customer/Tenant agrees to the following terms of service. Customer refers to owner or tenant/occupant agrees to maintain chemicals between visits, especially during swim season to avoid out of balance water chemistry. Additional fees apply to rebalance as needed. Customer agrees to maintain proper water level. If water is low on service day, equipment will be turned off and a door hanger or card will be left advising the customer to add water. Failure to maintain proper water level may result in serious damage to pool equipment. Customer/Tenant is responsible to be sure the pool timers are not changed from our set times, as we set the times according to the pool needs. It is the customer's responsibility to assure that all gates are operating properly and that the technician has un-restricted access to the pool. This means that you will have a cleared path for the technician and will maintain animal feces, garbage cans, bushes, trees or any obstacles (not limited to these items listed) that might prevent the technician from easy access to and from the pool and that gate is unlocked or a key/combo is provided for the date of service. If service is missed because we are unable to gain access to the property, additional charges are assessed for a return visit. Customer/tenant agrees to maintain foliage, trees, and other shrubs or around pool perimeter. Please be sure a trash receptacle is accessible to the technician for debris/waste from pool canisters/baskets to be disposed of. If you are unable to provide this, please let us know so that we can arrange for an alternate method of disposal. Customer/Tenant is responsible for removing pool safety nets or covers from the pool on date of service. Service will not be performed if these items are not removed. Customer/Tenant is responsible for removing rocks, toys rafts, goggles, and any other items not made part of the pool, out of the pool before service. Please be aware, if toys, balls, or other items (not limited to those listed) are left in the pool and end up in waste baskets, we are not responsible for retrieving these items and they may be discarded in the cleaning process. These items can be a serious hazard to your pool operations and can cause obstruction to equipment and/or circulation that can cause further damage from the obstruction to pool equipment. It is considered negligence if these items are not removed on a daily basis so your pool can function properly when service timers are on. Customer/Tenant is responsible for maintaining equipment or agrees to authorize recommended equipment service's provided by Pool Care Plus. It is up to the customer to check out any changes in our Service Agreement/Terms & Conditions by visiting our website as it is posted and all changes are updated as necessary. Website address is <http://www.poolcareplus.com> & be sure to contact the office to verify the website has the most up to date information.

\*We have read and understand the Customer/Tenant Responsibilities section of this Agreement.  
(Please initial & date below)

Initials:	Date:
Initials:	Date:

**Termination/Cancellation:** This agreement can be cancelled by either party at any time. A 48 hour notice is required in order to make changes to the route list and billing statements. When sending an email be sure to requests a read receipt in order to verify that we received your email in our mailbox (not in junk mail. A voice mail does not cancel service alone, a written letter or email notification must be received in addition for verifiable proof of cancellation. If you are mailing a letter please allow one week for processing time for the postal service as well as internal office services. Account will be prorated accordingly.

\*We have read and understand the Termination/Cancellation section of this Agreement.  
(Please initial & date below)

Initials:	Date:
Initials:	Date:

**Disclaimer:** Pool Care Plus, LLC will not be held responsible for any staining of plaster. Since plaster composed of natural materials, a certain amount of shading, staining, and color variation is to be expected. Different forms of staining do occur in all pools and with proper chemistry can be held to a minimum. Pool Care Plus is NOT responsible for problems that occur when equipment is shut off or if pool equipment fails. Pool Care Plus assumes no responsibility for maintaining fencing or gates at customer's property. Pool Care Plus is not responsible for any damages to property due to acts of nature, fire, vandalism, misuse, abuse or neglect. Pool Care Plus is not responsible for the performance of any chemicals it does not use. CUSTOMER should be aware of normal deterioration of equipment that occurs over time due to exposure to chemicals, sunlight and other weather conditions. Due to these factors, Pool Care Plus recommends other annual



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services (e.g. annual equipment tune-up, filter cleaning, o-ring replacement, etc.) Pool Care Plus is not responsible for any damage or deterioration caused by failure of customer to perform other service/repairs recommended by Pool Care Plus or by failure of Customer to adequately maintain pool and equipment between visits.

\*We have read and understand the Disclaimer section of this Agreement.

(Please initial & date below)

Initials:	Date:
Initials:	Date:

**Billing/Payments: Billing is due IN ADVANCE on the 5<sup>th</sup> of each month.**

Our rates are based off of this advance payment method thus offering the maximum discount to the client. If payment is not received by the 15<sup>th</sup> of the month, and no communication for payment arrangements made, service will be stopped. Immediate payment is required to resume service.

A \$10.00 late charge is assessed on all accounts when payment is made after the 15<sup>th</sup> of the month. Late charges are auto generated and our billing system will only allow one courtesy removal per year, so please keep that in mind when making payments.

We offer an auto pay plan to ensure that your payment is posted before the 15<sup>th</sup> of the month that requires a debit card authorization form to be completed. A service charge of \$2.50 per month is added to your bill in order to process the payment.

Your invoice will be sent with a link that gives you the option to pay using INTUIT PAYMENT NETWORK (IPN) the makers of QuickBooks & Quicken. This is a safe and secure payment network that notifies and posts your payment to your account in 24 hours and NO FEES are applied to this service.

If you do not receive an E-statement (via email) by the 5<sup>th</sup> of the month it is your responsibility to call the office. within 72 hours.

If you fail to make payments and your account will be sent to a collection agency or our choice or to a small claims court in our jurisdiction. You may be required to pay reasonable fees associated with these actions in addition to your outstanding balance/Failure to pay.

\*We have read and understand the Billing/Payment section of this Agreement.

(Please initial & date below)

Initials:	Date:
Initials:	Date:

**Customer/Client acknowledges that they have read and understood the terms, conditions, and limitations of this service agreement and voluntarily agrees to be bound thereby and agrees to pay the fee(s) set and outlined in this agreement.**

Customer Signature	Date: _____ 20 ____
Customer Signature	Date: _____ 20 ____

**FOR OFFICE USE ONLY**

Quote for Service \$	Option	Date:	Tech:
Notable conditions prior to service by Pool Care Plus, LLC -			
Key received to gate? Y or N			