



Pool Care Plus, LLC  
 623-293-7353  
 16772 W Bell Rd Ste, 110-128  
 Surprise, AZ 85388

<b>Pool Service Agreement</b>
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**SECTION A: Customer Data**

<b>Customer Name:</b>
<b>Billing Address:</b>
<b>City:</b>
<b>Zip:</b>
<b>Home Phone:</b>
<b>Cell (optional):</b>
<b>Office (optional):</b>
<b>Email Address:</b>
<b>Service Start Date:</b>
<b>Service Plan:</b>
<b>Payment Due Date is the 5<sup>th</sup> of every month</b>
<b>Section B: Terms &amp; Conditions</b>

Service Agreement, herein referred to as "Agreement", is between Pool Care Plus, LLC & Customer named in Section A, herein referred to as "Customer" for property located at:

The scope of Agreement is for services provided by Pool Care Plus, LLC as described in Section B, to Customer for a fee based on selected "Options". Agreement may be cancelled at any time based on terms outlined in Section B, 6.

1. **SERVICES:** Pool Care Plus, LLC will provide Option \_\_\_\_\_ to Customer on a weekly basis (or Bi-weekly as chosen) basis. Spas or separate equipment will have an extra charge of \$10.00-15.00 per month.\*\*  
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❖ **OPTION 1- CHEMICAL ONLY \$50.-60. Per month** (Pool Care Plus will determine cost based on chlorination type).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, liquid & tabs), Soda Ash (pH increaser), Sodium Bicarbonate (alkalinity increaser), Muriatic Acid & Dry Acid (pH & Alkalinity de-creeaser), Salt and Chlorine Stabilizer.

**NO CLEANING SERVICES ARE PROVIDED WITH OPTION 1.**

- ❖ **OPTION 2 – REGULAR Service \$75. Per month.** Includes Option 1 along with brushing sides and steps, emptying all baskets (skimmer, leaf, and pump), backwashing - Sand or DE filters as needed. Option 2 does NOT include: Vacuuming or skimming debris out of pool.
- ❖ **OPTION 3 – Full Service \$90-110. Per month.** Includes Options 1 & 2 along with Skimming and Vacuuming the pool as needed.
  - **Algaecides, Clarifiers, Phosphate removers, Stain & Metals remover are NOT a part of regular chemical treatment and will incur additional charges when used in any option.**
  - **Due to time required to clean cartridge filters and disassemble/reassemble filters there will be additional charges for each cartridge filter cleaning. We will notify you prior to the cleaning and offer you the option to clean the filters first.**

With the exception of the pool equipment, all material necessary to maintain Customer pool as stated in Options 1, 2 and 3 will be provided by Pool Care Plus, LLC. Additional services or visits will be billed in addition to your monthly service option fee. We only perform services on an as needed basis. CHEMICAL RESTART FEES WILL APPLY IF POOL IS DRAINED. All Services require that Customer or contracted Tenant maintain proper water levels in Pool/Spa/Fountain. If water levels are inadequate, Pool Care Plus will make a return visit and the Customer will be charged for the additional service. Customer/Contracted Tenant is responsible for removing

pool safety nets and pool covers, services will not be performed if these items are not removed. Customer/Tenant is also responsible for reinstalling this equipment. Customer/Tenant is responsible for taking all rocks, toys, raft goggles or other pool toys out of the pool before service. Please be aware, if balls/toys, etc. are in your skimmer basket at time of service they will be discarded when dumping baskets. These items may also obstruct circulation of the pool and it is the Customer/Tenant responsibility to remove items to prevent negligence of the daily operations of the pool.

\*Please note we build our service schedule by area and may not be able to perform service on a "preferred" date. We generally schedule pool service in conjunction with other contracted services in the area. The service technician is not required to communicate the right to perform services on another day.

**\*\*Spring /Summer Service Clause:** In the event you are signing up for service during the months of March 1<sup>st</sup> – September 30<sup>th</sup>, your rate will be higher if you do not agree to an annual Full Service contract. Full Service is agreement to weekly service year round, on any of our options and not switching service during the cooler months; October 1<sup>st</sup> – February 28<sup>th</sup>. During spring/summer months a significant amount of chemicals are used and the cost of service is higher, as it usually exceeds profits during this time of year and consumer is to absorb these costs unless they allow us to recover costs in "Off Season" months by committing to year round service.

**2. Missed Services/Service Calls:** In the event that a holiday falls on your regularly scheduled date of service; service will be rescheduled and you will be notified of the date. In the event of extreme rain or wind on service date the pool/spa will be cleaned to the extent that weather permits and chemicals will be added to your pool. If under these circumstances service or partial services are rendered, no refund will be given and service will not be rescheduled. For scheduled visits in which Customer/Tenant does not provide access to the pool and/or equipment, Customer will be charged for the weekly visit. If you believe that the service was missed for any other reason please contact Pool Care Plus within 24 hours to remedy.

**3. Necessary Repairs:** Repairs under \$\_\_\_\_\_ will be performed without prior notification. Repairs that exceed this amount will require a signed estimate or written permission to perform from Customer.

**4. Payment/Pricing:** Customer agrees to pay Pool Care Plus, LLC the standard amount for chosen option outlined in Agreement and any additional services performed deemed necessary by Pool Care Plus, LLC. (This is for normal residential sized pools that do not exceed 35,000 gallons in capacity anything above will be quoted a different price). All prices are subject to change without prior written notice. \*Please note, by charging monthly, Customer will be billed for 48 weeks per calendar year. Pool Care Plus, LLC reserves the right to take four (4) weeks off per calendar year (not in consecutive order) without change in monthly service rates due to there being 52 weeks in a year.

**Payment for services rendered is due upon date indicated in Section A.** We are not required to send an invoice, however will do as a courtesy. If for any reason you do not receive an invoice via email or US mail, it is still Customer responsibility to pay according to terms of Agreement. Upon request Pool Care Plus will leave an invoice at time of service visit.

Customer has no more than ten (10) days after due date to submit payment in full or services will be suspended until payment is made. Late payments more than 30 days will incur interest of 2% per month calculated on full amount owed from due date until balance is paid in full. Late fee/charges will apply in accordance with Pool Care Plus, LLC policy & procedures. Pool Care Plus also reserves the right to charge a reinstatement fee to correct chemicals in pool due to lack of maintenance during the time the pool was not under our care if needed based on chemical analysis.

**5. Disclaimer:** Pool Care Plus, LLC is not responsible for any damages to property due to acts of nature, fire, vandalism, misuse, abuse or neglect. Pool Care Plus, LLC 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 services (e.g. annual equipment tune-up, filter cleaning, o-ring replacement, etc) The CUSTOMER/TENANT is responsible for keeping plants and trees away from pool/spa equipment and maintaining equipment by authorizing annual service equipment. Pool Care Plus is not responsible for any damage or deterioration caused by failure of Customer to perform other services recommended by Pool Care Plus or by failure of Customer to adequately maintain pool and equipment between visits. If you have any complaints or concerns regarding completeness of service please call Pool Care Plus, LLC @ 623-293-7353 within 24 hours after the service occurred or was scheduled to have occurred. It is up to the customer to check out any changes in Terms & Conditions by visiting our website as it is posted and all changes are updated as necessary.

**6. Termination of Service:** Agreement may be terminated at any time. At the time of termination of services any balance that is owed must be paid in full regardless of Customer dispute as described in # 7 of this agreement. Late payment terms in Section 4 apply.

**7. Jurisdiction Venue:** Resolution of any and all disputes arising pursuant this Service Agreement shall be in the Magistrate or Superior Courts of Maricopa County, Arizona, as appropriate. Parties submit to the jurisdiction of said Courts and agree that venue is proper in such Courts. In the event Pool Care Plus, LLC is required to bring such suit against Customer, including hiring an attorney, to collect any sums due under Agreement, Customer will be responsible for all expenses incurred by Pool Care Plus, LLC including court cost and attorney fees.

By signing this Agreement I agree to the terms and conditions stated and have read and understand them.

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Web: [Http://www.poolcareplus.com](http://www.poolcareplus.com)

Email: [Poolcareplus@cox.net](mailto:Poolcareplus@cox.net)