

FULL PULL SERVICE \$99.95 SUBSCRIPTION INCLUDES

1. Electronic notification weekly with full detailed reports
2. Before & after photos with every visit
3. Start & stop time stamp included with each weekly visit
4. Detailed chemical & equipment recommendations with each visit
5. Turn on equipment with each visit to check for issues.
6. Check and report filter pressure
7. Inspect pool cleaner to ensure it is operating efficiently
8. Test water and add appropriate products (excludes phosphate treatments)
9. Reset time clocks for winter months
10. 10% off items purchased in our store excluding sale items and promotions.
11. Net debris off water surface
12. Brush walls/steps/love seats
13. Scrub tile line
14. Empty skimmer basket
15. Empty cleaner bag on pool cleaner if applicable
16. Empty pump basket
17. Hand vacuum if needed
18. Backwash filter as needed

We also offer chemical only service \$59.95

- ✓ You will receive items 1 through 10 above.

Service start up requirements

Size is between 7.5 to 25,000 gallons, add an additional \$10.00 per month per additional 5,000 gallons. Over 55 thousand gallons' additional products may need to be stored and applied in between weekly visits.

Water is balanced & clear of algae. Our monthly service assumes we are taking over well maintained pool and keeping it that way. Cya levels over 50 and hardness levels over 400 may require draining and or enzymes.

Unbalanced pool special circumstance. If we take your pool on with any green algae, out of balance water and agree to clean it up slowly during weekly visits we need anywhere from three to six visits to correct it. Please allow us time correct your issue over time. You can always choose out green pool clean up service and we will fix it quickly over multiple daily visits.

Equipment & pool structure. Your correctly sized and functioning equipment attributes to 95% of your pools cleanliness. Pool surface, plumbing and all equipment including the age and wear of the filter media are assumed in good working condition. The size and capacity of your pump and filter per the size of your pool is also critical. Additional monthly cost will apply if we need to use more chemicals and or spend additional time to satisfy your pools unique situation. We specialize in the n.e side of town and know how to treat older pools that may need re plastering and or new equipment.

Automatic pool cleaner. We cannot keep your pool looking great without a pool cleaner vacuuming daily or a robot running twice per week. If you do not have one, we can lease you a cleaner for a monthly fee.

Foliage. Additional monthly fees may apply if you have an unusual number of trees and plants near the pool. This will be discussed upon the first service visit or after the first month if it is an issue.

Stay for 12 months / yearly agreement not a contract. We are expecting you to stay with us for a calendar year if we are keeping our end of the bargain. Summer service uses a tremendous quantity of chemicals due to high heat and activity. Winter months require less products but longer service visits due to storms and added debris. We do not aim to service your pool in the summer only for the yearly rate. If you are interested in "summer service only" please let us know and we will adjust the rate accordingly.

WEEKLY EXPECTATIONS. Pool water is susceptible to everything in between our once a week visits. As our customer, we want you to know your water is always changing. If we arrive and clean the pool and then a storm moves through we encourage you to skim and remove debris as we are there only every seven days. If a day or so after service, you find any of your leaf baskets full please empty them as it will slow all filtration before we arrive again during service. If you find any equipment not functioning, please let us know right away.

HOLIDAYS & STORMS. We take a two-week vacation beginning the week of christmas and the second week after new year's. This places a week of regular service in between our two weeks off. We bill per month not per week. There is typically 4 months a year where there are 5 weeks instead of 4 and you are billed for one month not 5 weeks. Two service weeks will be missed as well as a possible holiday and or storm on the day of your scheduled visit. An email will be sent out informing you to add another tab or two to the dispenser and empty the pump and skimmer basket. We also encourage you to brush and skim if you are inclined.

FILTER CLEAN OUT. We offer a reduced price for filter clean outs for our service clients. Instead of our regular \$99.95 we will clean out your filter for \$89.95. A \$10.00 savings). You are welcome to clean them yourselves when we notify you via your weekly pool report or schedule us to clean it on site. We do backwash when needed and you will be charged a small filter media fee of \$5.00 when we recharge.

EXTRA POOL SERVICE VISITS: if you need us to schedule an extra clean you can schedule an extra visit for \$44.95

PRODUCTS USED IN YOUR POOL. We service all our clients with our own chemicals for quality control. Your pool will receive weekly doses of hasa 12.5% liquid chlorine, hasa muriatic acid, ez-clor sodium bicarbonate, ez-clor sodium carbonate, non-metal maintenance algicide & maintenance clarifier. Specialized treatment products such as stain removers, enzyme cleaners & tile scale removers can be requested at 10% off.

SALT WATER POOLS. Are provided routine cell cleanings when needed. We will comment in your pool report if your cell requires it, you are welcome to clean your cell yourself or request us to clean it during the next service visit. We charge \$35.00 to clean onsite during a routine visit. You are responsible to keep a scale removing product onsite, we will apply the required doses at the correct times as our system will notify us when your pool requires treatment. This will help us control your pools chemistry as your cell will remain cleaner longer, prevent tile line build up and extends the life of your cell unit. We do not provide salt or cya stabilizer. If your pool runs low on these two items we will inform you of how much you will need to purchase.

Tabs. You are responsible to provide a pale of pool supply tabs like our ez-clor tabs. (8oz machine pressed, american made, 90% active chlorine.) These will be stored on your premises in a safe location as we will pull from it during our visit if need be. You will use the tabs in between regular service days if you need to increase the total chlorine after high bather loads or blown in debris after we have serviced your pool. We will comment in your pool report if your supply is running low. You can request tabs and purchase online and we will deliver them during your next visit. If you accidentally run out of tabs we will supply them. You will be billed per tab and are welcome to purchase a new supply from our store. We will remove the same amount of your tabs from your new supply and void any tab invoices you have incurred.

An annual stabilizer fee of \$49.95 will be charged every year. Conditioner is added or drained from the pool each year to avoid evaporation of chemicals or over stabilized chlorine which requires us to double up on your chemicals. This reading will either be low or high yearly and this fee allows us to deal with the issue within reason throughout the year. If the level becomes too high your pool may need to be partially drained or BIO Active added. The chemical reading of your water will dictate this and is normal.

Annual filter clean needs to be performed at least once per year; certain circumstances may require additional service intervals. You will have the option of doing this yourself or hall pool supply will perform this at an additional reduced fee and we highly recommend you soak them once per year minimum.

If your pool requires minor replacement parts, i.e. Skimmer basket, cleaner hose, cleaner bags etc. We will automatically replace them and bill your card the next month. If your pool is requiring repairs you will be notified of conditions and cost before work is performed.

Billing: we bill one month in advance. Your account will be set up on our convenient arb (automatic reoccurring billing) arb allows us to remove the cost & labor associated with traditional billing which keeps our rates competitive and provides us the time required to delivering professional pool maintenance for you and your family.

If you would like to pre-pay for one year of pool service in advance you will receive one month of free pool service as a thank you. Every customer you refer is 50% off your next month's service! Example: if we sign 5 of your referrals up as customers you will receive 5 months of service at ½ price after they have been a client for 3 months. If you have paid a year in advance your 50% referral discounts will be applied after your twelfth month of service has been completed.

Customer's responsibility & safety procedures

- 1. Pool access:** locked gates can be accommodated by giving us a spare key, hiding a key, sharing a combination lock code or by leaving the gate open on your designated pool cleaning day. If you choose to leave the gate open and it is locked or the lock was changed, we will contact you and continue our routes in the area. If gate access can be arranged, we will circle back if we are still in your area otherwise we will service you next week.
- 2. We are animal lovers!** We have big dogs and small cats. If your dog is good with your pool tech we are fine. We would even love to fill their water bowl and feed them if you like. If you prefer to put your animal up for our safety, we understand. In this case if the animal is left out "restricting our access," we will follow the same procedure above to notify you.
- 3. Swim time restrictions:** if we notice any algae, scale stains etc. That we need to treat with a specialty product that has a swim time restriction we will add a comment to your pool report and or the chlorine level and amount added will let you know if you should test before swimming.
- 4. Emergency issues.** If we need to contact you and you're not available we will move to the next contact on your emergency contact list below.
- 5. Emergency contact info.** Please list at least two emergency contact names and numbers. If you are not available and we discover a leak or equipment issue that you need to be informed about we will contact those on your list in hierarchical order until we make contact. Vm's will be left with each call until we make contact or exhaust the list. Please list your emergency contact name s and numbers below.

- 6. Customer notes:** please include any special instructions, gate, locks, keys pets and or agreement modifications below; we will do our best to accommodate you.

- 7. Your satisfaction is our number one priority.** If you have any concerns, please email the owners at owners@hallpoolsupply.com

We value you as a customer and look forward to servicing your pool and to building a professional business relationship with you. Our retail pool store is located at 1525 Columbus St in the Lowe's shopping center. Business hours are Monday – Sunday, come visit us. If you should have any questions or concerns at any time please don't hesitate to contact us at 661 641-4013 option #2 for our service department.

Please keep one copy for your records. Sign and return one copy for our office records.

***ATTENTION CHEM POOL SERVICE CLIENTS.** We are not responsible for any algae growth, stains, plumbing, pump or filter damage due to lack of weekly wall brushing, vacuuming, emptying baskets and filter cleaning. We are responsible for keeping your water balanced and treated with the correct amount of sanitizer and maintenance chemicals. All our testing and doses are logged for your records. None of these products replace the elbow grease required to keep algae and stains away as well as protect the equipment. The customer takes full responsibility to perform these tasks weekly and to keep all baskets and filters clean.

Thank you,

Dakota, Jeremy, Shona,
Shelby, Claire, Maisy, Natalie & Josie hall

Customer name: _____

Address: _____

Customer Signature

Date

We appreciate you choosing our family to service your family's needs! –The Halls