

OnTime Pool Service Agreement

OnTime Pool Service's Responsibilities:

Cleaning:

OnTime Pool Service provides a weekly cleaning service. Biweekly pool service may be an option, but is only available if the pool meets certain criteria. This can be discussed after an initial assessment of the pool.

- All cleaning tasks will be provided as needed. These include vacuuming the pool, netting out leaves and debris, brushing pool walls & floors, backwashing filters, emptying skimmer & pump baskets, emptying automatic cleaner bags (if present), and blowing off the deck. During maintenance visits, we will also be inspecting equipment to make sure everything is running properly.

Water Chemistry:

- **Basic Chemicals**

All basic, commonly used chemicals will be provided with your weekly maintenance.

These include chlorine tabs, shock, alkalinity, soda ash, acid, stabilizer, and calcium.

- If you have any staining, metal in your pool, algae bloom, phosphates or if the pool needs any other additional chemicals, those will be an additional charge to the customer. This is due to the high cost of these types of specialty chemicals.

- **Salt**

At the beginning of each pool season (around April) salt levels will be brought up to optimal levels. After which, salt will be charged per bag to the customer throughout the remainder of the season (around October).

- When water temperatures drop below 55°F salt systems cease to work. As such, salt will no longer be added until the next pool season (around April) when water temperatures begin to rise above 55°F.

For pools with an ongoing leak, salt levels are extremely hard to maintain. If your pool has a leak, the leak will need to be addressed with a professional leak detection company. If not, your pool will be treated as a chlorine-only pool, and chlorine will have to be added each week until the leak can be addressed.

Customer's Responsibilities:

Water Level:

OnTime Pool Service does not have the ability to maintain each customer's water level. As such, it is solely the customer's responsibility to maintain a proper water level, which is the middle of the tile line of the pool. If the water level is too low or too high the pool will not function properly.

- If the water level is too low, the skimmers will suck air into the lines which causes the pump to lose prime and, in turn, the pool pump will not run.
- If the water level is too high, the leaves and debris on top will not be sucked into the skimmer and this creates an unnecessarily dirty pool.

Skimmer Baskets:

Skimmers are the receptacles around the edge of the pool's tile line that remove leaves and debris off the top of the pool. Skimmers have baskets that need to be periodically emptied out to maintain proper flow in the pool's circulation system.

- During weekly maintenance service, skimmer baskets will be emptied out during each visit.
- Despite emptying them during each maintenance visit, skimmer baskets may become full throughout the week before the next scheduled visit. On these occasions, it is the customer's responsibility to ensure the skimmer baskets are not full, so the pool can continue to function normally until the next scheduled maintenance visit.

If a pool's skimmer basket is too clogged with leaves or debris, the filter pump (the main circulation system of a pool) can become affected and cause the pool to stop circulating entirely. This is especially common in pools that don't have any other suction lines, such as a main drain in the bottom of the deep end in the pool.

Expectations:

Weather:

- If there is inclement weather at the time of service, we will provide all services that we are able to safely perform. If we are unable to clean the pool, we will attempt to come back at a later date.
- In the event of freezing weather, it is the customer's duty to confirm pool pumps are on and functioning.

Billing:

- Billing is sent out at the **beginning** of each service month through Quickbooks.
- Forms of payment accepted are:
 - Credit card (4% service fee)
 - Bank Transfer
 - Cash
 - Check
 - Venmo
- If paying through Quickbooks, you can pay manually through the emailed invoice and your card will be saved for future invoicing. If paying with a check, checks can be left outside in an accessible area at the service location. Paying with a check will avoid incurring the 4% credit card fee.

A 5% per month late fee will be applied to all overdue invoices. Invoices are due upon receipt.

Thank you for your business!
Beau Clemons - Owner
OnTime Pool Service