

A New Season!

Before we know it, summer will be upon us! We have been busy preparing for the 2024 season and we anticipate a great year. We **are excited to have been able to increase our staff and a co-owner Steve Hodge**, to keep up with the heightened demand for our services. We experienced a few glitches last year as did many other small companies, but warm, sunny days are ahead and we couldn't be more excited to help you enjoy every one of them.

Your pre-scheduled summerization service date, based on last year's date, is on the **reverse side**. Let us know if you would like it changed. **IMPORTANT:** If your pool/spa is in need of any **repair or renovation work, an early opening date is recommended** to allow us time to do the work prior to our busy opening season.

Likewise, if you have an event scheduled and **need your pool ready for swimming by a certain date**, make sure your opening is at least **2-weeks prior** to allow for any unforeseen issues.

Contact us **ASAP** so that we can plan ahead.

Return the original signed contract with the required 50% minimum deposit. Keep copy for your records. General terms/conditions are listed below. **Balance is due July 1, 2024.** If your opening is more than a week prior to the **contract start date of**

May 6, check **YES** if you want us to do **pre-season** maintenances, or **NO** if you will be cleaning your pool and balancing the chemicals yourself, until the regular contracted season begins. **The 2024 contract begins May 6th and concludes September 8th.** The fee per visit is on the reverse side. If the contract is returned with neither checked, we will perform the same service as the year prior. **We offer a 10% discount on contracts paid in full by March 1st.** If using a credit card, a 4% processing fee is charged. Indicate if you want any remaining balance applied to your card when it's due. **Send back your contract ASAP!** We cannot hold your date or open your pool without your signed contract and accompanying payment. **Let us know if you have questions or would like information on our other available services.**

We greatly appreciate your loyalty and look forward to sharing a new and happy summer with you!

- The Waterscapes Team



WATERSCAPES, A CLEAR DIFFERENCE POOL SERVICE, LLC: 2024 SEASONAL MAINTENANCE CONTRACT

OUR SEASONAL MAINTENANCE CONTRACT INCLUDES, BUT IS NOT LIMITED TO:

COMPLETE SUMMERIZATION SERVICE: Removal, cleaning and inspection of cover and storage on owner's premises; Inspection and lowering of all brass cover deck anchors; Summerization of all equipment and associated plumbing; Examination and cleaning of heater to ensure proper operation; Initiation of Caretaker systems, automatic controllers & other specialty sanitizing devices; Return and installation of filter elements or other equipment brought in for repair; Replacement of broken baskets and/or common wear items (parts billed separately); Draining and cleaning of spa; Super-chlorination, algae prevention and balancing of water chemistry; adjusting of salt concentration if applicable; Initial vacuum of silt and debris for up to 1/2 Hour; Replacement of Nature-2 cartridge where applicable; Evaluation of all equipment. Spas opened on separate date incur an additional charge.

REGULAR SEASON MAINTENANCE VISITS UP TO 1/2 HOUR (During the weeks your pool is open between May 6 and September 8): Netting, vacuuming and/or brushing of pool and tile as needed; Emptying of pump pot and skimmer baskets; Checking of filter pressure and backwashing as needed; Testing of water chemistry and the application of sanitizer/balancing chemicals or up to 200 lbs. of salt as required; Log kept of all readings; Systems check for proper operation; Reporting of any unusual findings to Service Manager. (Additional time spent, extra visits, supplementary chemicals required* **such as algae and phosphate treatment**, and minor** repair parts billed separately.) *Please note that visits will not be on a consistent same-day schedule until mid/late-June.*

COMPLETE WINTERIZATION SERVICE: Draining and winterization of all equipment and plumbing; securing all systems; Electrical and gas shutdown; Final vacuuming/netting of debris for up to 1/2 Hour; Application of winter chemicals; Disassembly of support & deck equipment as needed; Covering of pool as required; Replacement of cover hardware, unusable brass anchors and/or aluminum stakes (parts billed separately); Installation of cover pump, garden hose and/or extension hose required to manage water level (parts billed separately); Evaluation of all equipment; If additional service is needed for filters and/or sweep, they are brought back to our shop at that time for cleaning and/or repair and returned in the Spring (billed separately). Spas closed on separate date incur an additional charge.

* Conditions such as rain and wind, storm damage, excessive debris, inefficient systems, high bather load, phosphate contamination, splash-out and leaks are some examples of what can take additional time or make the application of specialty chemicals, algicide and additional salt or sanitizer necessary.

** Our maintenance personnel are trained to perform maintenance service and perform minor repairs. More extensive repairs are handled on a separate service visit by a skilled technician.

General Terms and Conditions:

- Under the services mentioned, Waterscapes, A Clear Difference (WACD) will not be responsible for cracked tile, loose coping, water loss or damages due to animals, weather conditions or acts of God. WACD will not be responsible or liable for delays in contract date caused by shortages, weather conditions, strikes, acts of God or other circumstances beyond the control of WACD nor any ensuring damages incurred by the homeowner's failure to comply with recognized suggested procedures for protection of pool, spa and/or water feature and its equipment throughout the year.
- WACD reserves the right to charge a separate fee if unable to service pool, spa and/or water feature on agreed upon date due to fault of customer or per lack of advanced change notice. Location of all stored equipment must be made known to and be accessible by WACD prior to or at time of service.
- Complete payment is due on date of service.** Unpaid balances of more than thirty (30) days will be subject to a service charge of 2.5% per month. In the event any claim herein is referred to an attorney, customer agrees to pay reasonable attorney and/or court costs and mileage charges. Delinquent balance will result in termination of future services.
- WACD reserves the right add surcharges during the season, due to inflation/industry pricing volatility.
- WACD agrees to service the pool, spa and/or water feature for the owner or lessee whose name appears on the contract for the afore mentioned services in accordance to the terms set forth. All work to be performed in a substantial, worker-like manner.
- Your acceptance by signature on the original copy and return to our office will constitute a contract entered in accordance with the conditions stated.