

## [Welcome to Pure Water Pool Service!](#)

We are pleased to offer you a variety of pool services to meet your needs. In addition to providing you with a selection of monthly pool services, we also offer repair services for all of your pool equipment needs.

**OUR GOAL IS TO PROVIDE YOU WITH PROFESSIONAL, QUALITY POOL SERVICE.  
WE WILL DO EVERYTHING IN OUR POWER TO MAKE YOUR POOL  
AN ENJOYABLE AND BEAUTIFUL ASSET.**

### [Service Agreement - Please Review Carefully](#)

Service can be cancelled at any time with 30 day notice. Our chemical, backwash, and full service prices are based on year-round servicing. Therefore, we do not offer summer only service to our customers.

IT IS NOT NECESSARY FOR YOU TO ADD ANY CHEMICALS TO YOUR POOL.  
PLEASE DO NOT ADD ANY CHEMICALS TO YOUR POOL WHILE ON SERVICE WITH US.

IF YOU HAVE ANY CONCERNS ABOUT THE CONDITION OF YOUR POOL, PLEASE CONTACT THE OFFICE IMMEDIATELY.

**Bacteria and algae:** We guarantee, while your pool is on service with us, that it will be kept bacteria and algae free under normal conditions. If you suspect your pool has bacteria or algae, please contact our office immediately so that we may consult with you and take corrective measures if necessary.

**Staining:** Staining and discoloration are inevitable. ALL pools will eventually stain or discolor. We have found that most stains and discolorations are caused by: 1) pool design which results in poor circulation or "dead" areas 2) materials used in construction 3) electrolysis 4) minerals in the water supply 5) metal pool fittings 6) dirt, leaves, toys, coins, etc.

DUE TO MANY FACTORS OVER WHICH WE HAVE NO CONTROL, WE CANNOT ACCEPT RESPONSIBILITY FOR POOL STAINING OR DISCOLORATION.

#### **Customer responsibilities:**

- Run filter a MINIMUM 6 hours daily in summertime, and at least 3-4 hours daily in winter.
- Clean cartridge/DE filters regularly (MINIMUM every 6 months) if not enrolled in filter clean services with us.
- Backwash sand/DE filters as needed (usually monthly) if not on our Backwash or Full-Service plans.
- Regularly empty skimmer, pump baskets, and sweep bags. Brush steps & walls, + net leaves (if not on Full Service)
- Maintain the proper water level (adding water when lower than mid tile, releasing water after rain)
- Ensure clear access to pool- Keep trees, shrubs, landscaping, trimmed away from pool & pool equipment.
- Remove/open pool covers, solar covers, floaties, toys etc, on day of service.
- Assure that aggressive dogs are up, entry gate is accessible, and unlocked for ENTIRE service day if we have not been provided a key/combo. Repeated lock outs with requested make up visits will result in a lockout fee of \$10.
- Please notify our office if you plan to have a large pool party. We can add additional chemicals the week before and leave behind chlorine tablets to HELP keep the pool clear with an excessive swim load.

**Billing/Payment Policy:** Statements are prepared and mailed/emailed out by the 1<sup>st</sup> of each month. Chemical service, backwash service, and full service are billed one month in advance. Payments must be received by the 25<sup>th</sup> of the month to avoid a delinquent balance and suspension of service.

We accept checks, money orders, cashier's checks, cash, and Visa/MasterCard/Discover cards. We don't recommend mailing cash or leaving it for your route person to pick up. Checks returned by the bank are subject to a \$25 charge.

**We offer both e-billing and automatic payment processing. Call or email to enroll in either.**

**Office Hours:** Monday thru Friday, 8:30 am to 4:30 pm (*October - March office may be closed on Fridays*)

**Holiday Schedules:** To provide our customers with the most consistent service day possible, we service pools on the normal weekly schedule for all holidays throughout the year BESIDES those listed below.

The office will be **CLOSED**, and no service or repairs will be done on:

- Thanksgiving day and the day after\* --Service days may vary this week.
- Christmas week



(209)883-2288

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