



Sapphire Pool & Spa

Service Agreement - June 1, 2004 to May 31, 2005

Customer Name: _____ **Address:** _____
Normal Service Day: _____ **Monthly Service Charge:** _____

Included in Your Weekly Service

- Complete water chemistry testing and analysis
- Water treatment as necessary to meet the Health Department and the National Spa and Pool Institute standards. All chemicals needed to treat the water under normal conditions are provided with the service
- Brushing of the pool/spa walls, steps and benches
- Scrubbing of the tile to remove debris buildup
- Skimming of the water surface to remove floating matter
- Vacuuming of the pool floor to remove dirt and debris
- Emptying of all baskets and leaf canisters
- Checking the equipment to identify problems

Customer Responsibilities

- **Maintain proper water level.** The proper level is halfway up the skimmer opening visible on the side of the pool. Low water levels can cause serious equipment damage. The service technician does not have enough time to maintain the water level during his weekly visits. He will leave you a reminder if the level is low and shut off the equipment if he finds it dangerously low.
- **Run your filter pump for an adequate amount of time each day.** Pools are designed to ideally have 8 hours of filtration per day. Each pool has different actual requirements based on usage and environmental conditions. The minimum cycle time during the summer should be at least 6 hours a day. If you shorten your pump cycle time or turn off your pump, it will lead to algae and clarity problems that will be expensive to correct. The cleaning and chemical regimen maintained by your service technician cannot overcome inadequate filtration.
- **Keep your equipment in good condition.** The service technician will make recommendations when he notes equipment problems that affect the serviceability and operation of your pool. On most occasions an inexpensive repair will prevent much more serious equipment damage in the future.
- **Keep your landscaping well trimmed and away from the pool.** Not only does overgrown shrubbery prevent the technician from accessing your pool for service, but organic matter in the pool is a major source of algae. Shrubbery should be at least 12 inches away from the pool.

Additional Services

- Filter Cleaning (Spring and Fall)
- Phosphate/Algaecide Treatment (Spring)
- Phosphate/Algaecide Treatment (Mid Summer)
- Additional Service Calls
- Hourly Rate on Repairs

Our goal is to keep your pool service as economical as possible. Your regular monthly service fee covers the majority of your pool's requirements. There are a few other normal maintenance expenses outlined above that are needed to keep the filtration and water chemistry operating properly. On occasion there will be other services that will be required as circumstances dictate. We will discuss all additional expenses in advance, and you will be quoted a firm price before work commences.

Our Pledge to Provide Quality Service

Your pool and spa will be professionally maintained on a weekly basis by a service technician who is an active member of the San Diego Chapter of the Independent Pool and Spa Service Association (IPSSA). All IPSSA members are required to be insured and licensed to work in the pool and spa industry. They have completed a rigorous water chemistry curriculum and passed an exam to gain membership. We hold to the association's strict code of ethics, and also attend continuing education seminars to keep current with the latest pool and spa technology. You can be assured that the most knowledgeable and professional technicians in the pool and spa industry will perform your service.

Vacation Policy

I take three weeks of vacation each year; one during spring, one at Thanksgiving, and one over the winter holidays. You are guaranteed to receive weekly service every other week of the year. Every effort will be made to service your pool on your normal service day. On certain occasions your service day will be shifted due to weather or other requirements. I will give you as much advance notice as possible of any schedule changes.

**All work provided by Sapphire Pool & Spa is 100% Satisfaction guaranteed.
Please call me with any problems or service concerns and they will be promptly resolved—Ken Lamborn**