

**Tropical Pools Supply**  
8675 Pyrenees Ct Elk Grove, CA 95624  
916 714-9694 916 714-0215 Fax

## Service Agreement

Tropical Pool Supply (hereafter called the Company) agrees to service the swimming pool located at: \_\_\_\_\_ for \_\_\_\_\_, the (Customer) who agrees to pay for the service outlined below and in accordance with the terms hereinafter set forth in this agreement.

A qualified Company service technician will make one trip weekly to the pool to perform the following service (weather permitting)\*, for \$ \_\_\_\_\_ a month.

**Chemical Service Options:**

- Clean skimmer basket and weir gates when needed
- Clean Pump Basket when needed
- Empty Sweeps and bags
- Test water for chlorine & pH each visit
- Treat pool with chlorine, acid & algaecides as necessary
- Check for leaks
- Calibrate clocks
- Backwash Filter once a month
- Oversee motors and equipment
- Other \_\_\_\_\_

**Full Service Options:** All the following are customer's responsibility

- Skim water surface each visit
- Backwash filter system once a month
- Brush tile, steps, spa, and lights each visit
- Brush entire pool monthly
- Vacuum or brush pool walls & floor when necessary
- Clean filter as needed
- Other: \_\_\_\_\_

Note: All materials necessary for the above operations are furnished by the Company

**If the trip falls on a holiday:**

- One visit per week – visit will be done next day or day before
- Two calls per week – chemicals will be left for owner to add; pool will be cleaned next regular service visit.

**If the trip falls on a rainy day:**

Chemicals will be added and pool will be cleaned next regular service visit.

**Expenses Not Included In Monthly Service Rate:**

- Annual Conditioning Charge
- Filter soaking and cleaning
- Any necessary repairs
- Winterizing

**Customers' Responsibilities:**

- Maintain water level \*\*\* Very Important \*\*\*
- Add any chemicals left by service technician on day indicated
- Keep trees and plants trimmed away from pool area
- Payments shall be due on receipt of the bill for the prior month's service.
- Keep Pool/spa/pond/fountain Other: \_\_\_\_\_ in good repair.
- Have opened / unlocked pool gate/fences on technicians scheduled day (clients may provide keys to avoid this problem) Key provided? \_\_\_ No \_\_\_
- There will be no credits issued for service trips not done. If you feel that a call was missed for reasons other than those stated above, please contact the Company within 24 hours, and the call will be made up immediately.

Payment for repairs shall be made upon completion of repair. Repairs under \$20.00 will be done without prior notification, and all old parts will be left at the job site for inspection. These charges will be added to the next monthly bill. All other repair work will require prior authorization from the customer.

This agreement may be cancelled at any time by written notice by either party, 10 days prior to the date service is to be discontinued.

Company Vacation:

The Company will be closed one week for Christmas each year. The customer's monthly rate for December will remain the same. There are 52 weeks in a year which is 4.33 weeks a month. The company bills its customers based on a 4 week month, except when prorating a monthly service.

Notes:

\_\_\_\_\_

\_\_\_\_\_

Customer \_\_\_\_\_ Date \_\_\_\_\_

Tropical Pools Supply: \_\_\_\_\_ Date \_\_\_\_\_