

PoolAssistPlus™

The joy of owning a pool is something that we want all of our customers to experience. However, keeping up that backyard oasis can be a lot of work. You are already busy with life, right? You have better things to do with your time than vacuum, scrub and play weekend chemist with your pool.

That's why we offer **PoolAssist Plus™** — an affordable, professional weekly service plan for your pool. Enjoy the peace of mind knowing that no matter what's going wrong in your busy world, your pool will always be clear, inviting and ready to wash your troubles away. Let us take the work and worry out of owning a pool and put the joy back into it. **You deserve it!**

If you have any questions, give us a call at (864) 223-1660.

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(864) 223-1660

Hwy. 72 Bypass NW, Greenwood
(across from the Greenwood Mall)

buckstovepoolandspa.com

PoolAssist Plus™ Service Agreement

1. **PoolAssist Plus™ Program.** The following shall comprise Buck Stove Pool & Spa's weekly responsibilities:
 - a. Arrive in uniform and in company marked vehicles.
 - b. Test each visit and adjust chlorine and pH levels, as needed.
 - c. Shock/super-chlorinate pool, as needed.
 - d. Test, as needed, pool water balance levels and adjust to proper levels.
 - e. Empty all strainer baskets, as needed.
 - f. Empty all automatic cleaner bags, baskets and screens, as needed.
 - g. As needed: vacuum, brush walls, remove floating debris, and clean waterline (does not include removing calcium build-up or embedded oil in tile grout).
 - h. Blow debris off of the decks immediately surrounding the pool.
 - i. Backwash filter, as needed.
 - j. Visually inspect the pool and its equipment, reporting any malfunctions and/or repair needs. _____x



2. Homeowner Responsibilities. The pool must be clean, clear and in swimmable condition in order to commence service. If it is not, Buck Stove Pool & Spa will provide an estimate on clearing up pool. The following shall comprise the homeowner's weekly responsibilities:

_____x

- a. Maintain an acceptable pool water level.
- b. Empty all skimmer baskets, screens and cleaner bags if excessive debris renders it necessary to do so before our next scheduled pool service.
- c. Maintain cleaning tools and pool maintenance equipment in good working order.
- d. Maintain a properly functioning pump and filter system.
- e. Maintain a properly functioning chlorinator, chlorine generator (salt system), or Nature2 Vision system. These can be purchased at a discount by PoolAssist Plus™ customers.
- f. Keep pool area free of any pets on the day of scheduled service, unless otherwise agreed upon with the service provider. We are not responsible for runaway pets.
- g. Buck Stove Pool & Spa reserves the right to replace any broken equipment (e.g. skimmer baskets, cleaner bags, pool brush, etc) under \$50 without any additional permission or approval. The broken equipment will be left poolside for your examination, your credit card will be charged for the item that day and a receipt will be left or emailed to you.

3. Schedule & Duration of Service

- a. **Timing of Service:** Service on your pool will, whenever possible, be performed on the same day each week. Bad weather and other conditions beyond our control may interrupt this schedule periodically and temporarily.
- b. **Year-Round Service:** If you do not cover your pool, we will service the pool weekly, even in the offseason. Bi-weekly or monthly service is not an option.
- c. **Covering Your Pool:** If you prefer to have your pool covered, the following conditions apply:
 - 1. We must open your pool by April 15 and close it by October 31 of each year.
 - 2. Homeowner must provide and maintain a working pool cover and water bags, if applicable. These can be purchased at a discount by PoolAssist Plus™ customers.
 - 3. Homeowner will be responsible for removing excess water and debris from the cover throughout the winter, and especially just before their scheduled opening.
- d. **Length of Contract:** This is an annual contract, but may be terminated early by either party in writing, or via email. If you become dissatisfied with any aspect of the service provided please contact management so that corrective action can be taken promptly. _____x



4. Cost & Payment Information

- a. Weekly service rates are as follows:
 - 1. Any pool 15,000 gallons or less — \$175 monthly, including chemicals. _____x
 - 2. Any pool 25,000 gallons or less — \$225 monthly, including chemicals. _____x
 - 3. Any pool 35,000 gallons or less — \$275 monthly, including chemicals. _____x
- b. A small monthly trip charge may be added, according to the distance between the pool to be serviced and our store. For example, an additional charge of \$20 per month may be added to a pool in Ware Shoals, or \$30 per month to a pool in Saluda. Any additional charge will be made known to you before you sign an agreement.
- c. Pool openings and closings will follow the same rate schedule as weekly service. For example, a 22,000 gallon pool will cost \$225 to open, including start-up chemicals, and \$225 to close, including closing chemicals. _____x
- d. A valid credit card must be placed on file in order to sign up for any program.
- e. Your credit card will be charged on the first business day of the following month for that month's service. For example, your card will be charged on July 1st for June's service. A receipt will be mailed or emailed to you.
- f. Your credit card will be charged upon completion of any opening or closing service, and a receipt will be emailed to you.

5. Additional Services Offered.

- a. D.E. and cartridge filters require chemical and mechanical cleaning every six months. We can provide that service for \$99 per occurrence, including chemicals. _____x
- b. Salt cells require annual chemical and mechanical cleaning. We can provide this service for \$75 per occurrence, including chemicals. _____x



6. Authorization/Signature

Homeowner Name: _____

Address: _____

Email Address: _____

Phone #1: _____ Phone #2: _____

Gate Access Code: _____

Outside Pet Names & Descriptions: _____

Pool Size: _____ gallons Type of Sanitizing Equipment _____

Year-Round Service: Yes No \$ _____ monthly

Opening/Closing Service: Yes No \$ _____ per occurrence

Filter Cleaning Service: Yes No \$ _____ Annually Biannually

Salt Cell Cleaning Service: Yes No \$ _____ per occurrence

Accepted by: _____ Date: _____

(Homeowner)

Accepted by: _____ Date: _____

(Buck Stove Pool & Spa representative)

