

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 is why we offer PoolAssist Plus™ — an affordable, professional weekly service plan for your pool. Enjoy the peace of mind knowing that no matter what is 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!

a service of



Greenwood
435 Bypass 72 NW
Laurens
214-A Fleming St.

If you have any questions, give us a call at (864) 223-1660. www.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 one time per week. Each additional service call to the home will be at an additional charge of \$85 per hour.
- b) Test chlorine and pH levels each visit and adjust, as needed. Test and adjust balancers monthly.
- c) Shock/super-chlorinate pool, as needed.
- d) Test pool water balance levels and adjust to proper levels monthly.
- 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 the deck immediately surrounding the pool.
- i) Backwash filter, as needed.
- j) Visually inspect the pool and its equipment, reporting any malfunctions and/or repair needs.
- k) Take before and after pics on each visit.

2. Homeowner Responsibilities:

The pool must be clean, clear, chemically balanced and in swimmable condition prior to commencing service. If it is not, Buck Stove Pool & Spa will provide an estimate on clearing up pool, or advise customer on what is needed to get pool ready to start Pool Assist Plus.

The following shall comprise the homeowner's weekly responsibilities:

- 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 and one is **REQUIRED** for PoolAssist Plus™ customers.
- f) Keep pool area free of any pets on the day of scheduled service, unless otherwise agreed upon with our technician. 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 emailed to you.
- h) Failure to meet any of these obligations may result in additional charges, per occurrence.

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 available for fee to be agreed upon before starting, but not at the Pool Assist Plus rate.
- c) **Covering Your Pool:** If you prefer to have your pool covered, the following conditions apply:
 - Pool must be opened by April 15 and closed by October 31 of each year.
 - Homeowner must provide and maintain a working pool cover and any required accessories. These can be purchased at a discount by PoolAssist Plus™ customers.
 - Homeowner will be responsible for removing excess water and debris from the cover throughout the winter, and especially just before their scheduled opening. Automatic cover pumps are available at a discount to PoolAssist Plus™ customers.
- d) **Length of Contract:** This is an annual contract but may be terminated early by either party in writing, or via email. Charges may be prorated. If you become dissatisfied with any

aspect of the service provided, please contact management so that corrective action can be taken promptly.

4. Cost & Payment Information

a) Weekly service rates are as follows:

1) Chlorine/ Salt pool 15,000 gallons or less — \$275 monthly, including chemicals.

2) Chlorine/ Salt pool 25,000 gallons or less — \$385 monthly, including chemicals.

3) Chlorine/ Salt pool 35,000 gallons or less — \$450 monthly, including chemicals.

4) Any other sanitizer system (like Baquacil) will be custom quoted on a pool-by-pool basis.

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 \$50 per month may be added to a pool in Joanna, or \$75 per month to a pool in Saluda. Any additional charge will be made known to you before you sign an agreement.

c) A valid credit card must be placed on file to sign up for PoolAssist Plus™.

d) PoolAssist Plus™ is a prepaid service. Your credit card will be charged on or around the first business day of the month for that month's service. A receipt will be emailed to you upon request.

5. Additional Services

a) D.E. and cartridge filters require chemical and mechanical cleaning every six months. We can provide that service for \$150 per occurrence, including chemicals.

b) Salt cells require annual chemical and mechanical cleaning. We will provide this service for \$100 per occurrence, including chemicals.

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

Filter Cleaning Service: Yes No \$ _____ Annually Biannually

Accepted by: _____ Date: _____

(Homeowner)

Accepted by: _____ Date: _____

(Buck Stove Pool & Spa Representative)