



\$49.00 Weekly Maintenance Services

- Once per week on our crew comes out to perform maintenance.
- Our crew will come on Wednesday, Thursday, or Friday as the schedule and route allows. The day of the visit may vary within this from week to week, mostly during the opening and closing season.
 - We only have trained and qualified service technicians on staff. We do not hire students or subcontractor's to attend to any of our customers.
- When the crew arrives they will take a water sample to be tested with our professional water test equipment at our store. They will also test the water on site.
- Our crew will vacuum the pool, skim the surface, and brush the walls. We will also scrub the scum line, stairs, and skimmer. The crew will have their own equipment and will not use the customer's vacuum, hose, net, or brush.
- We empty all skimmers and pump baskets of any debris. If baskets are damaged (from regular wear and tear) a new basket will be supplied and added to your invoice following week.
- The system will get a 3 to 5 minute backwash and a 30 second to 1 minute rinse after the vacuuming has been completed.
- Based on the results of the water sample, we deliver and add chemicals as required. We will only supply the chemicals required for that week from the large dealer sized bucket the crew carry with them in their trucks. Please note that the cost of these chemicals is in addition to the labour cost of the visit.
 - Providing pool chemicals in this manner allows us to sell chemicals at the best possible rate since customers are not paying for the packaging and labeling of several smaller containers.
 - Reducing the containers used also helps protect the environment by reducing waste.
 - With this method customers no longer have to store the chemicals, which means they will not get damaged by water, stolen, or expire. It also means children and pets will not be able to accidentally expose themselves to it.
 - We have found that this creates more consistent invoices.

- When we are finished, the crew will leave a door hanger which will sometimes include special instructions. These instructions may include asking the customer to top up the pool with water, add a particular chemical the following day (in rare circumstances), or to avoid swimming for a short period of time (when certain chemicals such as acid have been added).
- Customers should note that in some cases, when algae has been in suspension in the water (not visible but present), the chemicals we use will kill this algae. When this happens, you may find the pool is cloudy or find a fine white dust on the bottom of the pool. If this happens, it will usually occur 12 to 24 hours after the chemicals have been added. This is actually a good thing as it indicates that the chemicals have prevented an algae bloom (or green pool). If you find that this occurs frequently, please contact us so we can attend to the issue.
 - It is important for the customer to communicate with us if any problems arise during the time that we are not there. If the pool colour starts to change please let us know right away. The customer should monitor the baskets regularly as well as the water level.
- The labour rate for weekly maintenance is \$49.00 per visit.
 - The cost of the chemicals is in addition to the labour. Our chemicals quantities and values are broken down into 100mL, 1L, 1KG, or 200g depending on the chemical.
- During every visit the technician will inspect the pool equipment. If there are minor problems or adjustments needed they will correct them. If there is a larger or potential problem, the office will contact you to discuss a solution.
- Our maintenance customers are not on contract. You can start or stop the program at any time. We do ask for at least a few days notice for scheduling purposes when cancelling.

Summertime Pool Services

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