



<b>Monthly Pool Service Agreement</b>		
Name:	Address:	Zip:
Phone:	Email:	Alternate Contact:

**Thank you for choosing Unified Pool Solutions as your pool care company!**

**Monthly Rate of \$\_\_\_\_\_ (plus applicable taxes) includes weekly visits that include the following:**

- |                                       |   |
|---------------------------------------|---|
| ✓ Test and adjust the water chemistry | ✓ Vacuum pool as needed                       |
| ✓ Empty the traps and skimmers        | ✓ Backwash and recharge filter as needed      |
| ✓ Empty the pool sweep bag            | ✓ Note any problems with equipment            |
| ✓ Brush walls and steps               | ✓ Provide digital Service Receipt after visit |

**This service agreement outlines our commitment to provide the most professional care for your pool or spa:**

- **Initial Startup Visit:** It is important that your pool be clean, algae free, and chemically balanced when we begin your monthly service. Some pools may require an initial startup visit at a charge of the current hourly rate plus chemicals. The regular monthly cleaning contract begins on the week after the initial startup visit. A Unified Pool Solutions, hereinafter referred to as UPS, representative will determine if this service is required.
- **Routine Equipment Maintenance and Repairs:** A minimum of two filter cleans is required each year to maintain good filtration pressure (\$125/ea). A mineral treatment (\$80) is also added for swim season. Any repair or chemical treatment that is necessary and costs under \$100 will be completed at time of service **without** customer approval. Ex: basket replacement, Polaris part repair, O-ring, etc. If other repairs are necessary, a UPS representative will contact you with pricing information and recommendations.
- **Equipment Problems:** If a problem is noted during service, it will be listed on service slip and our office will attempt to contact you with additional information. If you experience an equipment problem, please contact our office as soon as possible to authorize a repair service call. Diagnosis fee may apply.
- **Service Schedule:** Your pool will be serviced on the same day each week. UPS shall notify you if the schedule changes for any reason.
- **Inclement Weather:** In the event of rain or freezing weather, UPS shall perform a chemical and equipment check only, leaving out those items that require the use of a pole. No refunds will be given for such visits.
- **Extra Cleaning:** In the event the pool requires extra cleaning due to weather or other factors, additional visits may be scheduled at a separate agreed upon rate.
- **Billing/Payment:** Invoices are issued on the first day of each month. **Payment is due in full by the 15th of each month.** UPS accepts cash, check, as well as credit card payment via the embedded secure link provided on invoice. In the event of default, services will be suspended and a late fee penalty of \$20 per month will be applied to account until balance is paid in full. Repairs are billed once work has been completed. Deposits may be required for repair jobs.
- **Holidays/Vacation:** UPS offers no services the week of Christmas and offers abridged services (chemical and equipment check only) the week of Thanksgiving and Easter. If your normal service day falls on another recognized holiday, the pool will be serviced on an alternate day. UPS closes for one week of vacation a year. This date will be announced in advance. These dates are already accounted for in calculating the monthly service fee. Therefore, no credit is due.
- **Customer Satisfaction:** If you are not completely satisfied with our services, please contact our office within 24 hours. UPS shall not offer refunds or credits for issues that are brought to our attention on a later date, but will make every effort to correct any problems that have been brought to our attention
- **Licensing/Insurance:** UPS is licensed and regulated by the State of Texas. UPS is fully insured. Proof of liability insurance shall be provided upon request.

**The customer agrees to all terms and conditions including responsibilities and policies outlined on back side of this Pool Service Agreement. It is understood that this is an ongoing agreement to clean your pool/spa on a weekly basis. If you wish to cancel service, written or email notification to Unified Pool Solutions is required. Thank you for your business.**

Customer Signature: \_\_\_\_\_ Printed Name: \_\_\_\_\_ Date: \_\_\_\_\_  
 UPS Representative: \_\_\_\_\_ Printed Name: \_\_\_\_\_ Date: \_\_\_\_\_

### Customer Responsibilities:

- **Access:** The customer shall provide access to the technician on the day of service, either by providing a key or insuring that the pool and equipment are unlocked on day of service. If the technician is locked out, there will be a \$35 trip charge to return and clean the pool. No refunds will be given if service is missed.
- **Pets:** It is the customer's responsibility to contain and restrain all pets from chemicals and technicians during service. UPS shall not be responsible if a pet escapes gate while a service is being completed. In addition, the customer accepts responsibility for any injuries or damages inflicted by pets to our technicians or equipment.
- **Water Level:** It is the customer's responsibility to maintain the water level. UPS shall not adjust water levels nor be responsible for any equipment damages or other issues that arise as the result of a low water level in the pool.
- **Basket Cleanout:** Customers should frequently empty skimmers and traps to prevent equipment damage due to restricted water flow.
- **Equipment Maintenance:** Customers should be aware that deterioration of equipment occurs over time due to chemicals, sunlight, and corrosive materials (i.e. salt). The customer is responsible for properly maintaining pool equipment so that all systems perform as designed.
- **Freezing Weather:** In the event of freezing weather, water circulation must be maintained continuously through the equipment to prevent freeze damage. It is also critical to maintain proper water levels.

### Company Policies:

- **Chemicals and Equipment:** Due to OSHA and insurance regulations, UPS shall not handle chemicals nor install equipment that has been purchased elsewhere.
- **Salt Chlorinators:** UPS understands the popularity of salt water chlorination; however, salt is still a natural, corrosive mineral and Unified Pool Solutions shall not accept any responsibility for any damage, staining, corrosion, or deterioration of any of the pool equipment or surfaces that may result from the use of salt in the pool.
- **Staining and Equipment Maintenance:** UPS shall not be responsible for any organic or corrosive staining or buildup that can occur due to the natural pool environment. UPS is also not responsible for damages or deterioration to equipment due to age or by failure of a customer to complete recommended services or repairs.

### Additional Services:

- **Remodel Services:** UPS offers cosmetic remodels to update pool surfaces and materials ie: plaster, tile work, spray deck, mastic, coping repair. Please contact our office to discuss scope of your project.
- **Equipment Repair:** UPS has a staff of trained repair technicians who are available to diagnose and repair your pool equipment problems. UPS charges a basic service fee to diagnose the problem and provide an estimate for repair. Diagnosis fee is applied to the cost of the repair if work is completed by UPS.
- **Emergency Services:** In the event of an emergency, UPS shall make every effort to address your concern. Emergency services are provided at a separate agreed upon rate.
- **Resurfacing Maintenance:** After your pool is resurfaced, we provide the care and water balancing that is necessary to maintain your warranty. Please contact us for a quote.