



## Our Service Standards & Homeowner Guidelines

At Coastal Native Pools, we believe top-tier pool care is a partnership. To ensure your pool remains a pristine oasis, we've outlined our professional standards and how you can help us maintain them.

### The Full Weekly Service Experience

**Our comprehensive weekly visits include:**

**Chemistry Management:** Weekly testing and balancing of water chemistry, with all standard chemicals included at no extra cost.

**Debris Removal:** Skimming the pool surface and emptying all baskets and leaf traps.

**Structural Cleaning:** Alternating tasks of wall brushing and tile cleaning.

**Filtration Care:** Vacuuming as necessary and cleaning filter cartridges or backwashing D.E. filters.

**Equipment Oversight:** A visual inspection of your pool equipment during every visit.

**Service Reports:** You will receive complimentary weekly service reports after each visit, complete with a photo, giving you a clear snapshot of your pool and peace of mind that everything is being properly maintained.

### Billing & Scheduling

We utilize a simplified flat-rate billing system to keep your costs predictable.

**Advance Billing:** We invoice in advance for the upcoming month's service.

**The 48-Week Year:** Monthly rates are based on four visits per month (48 weeks per year).

**Vacation & Holidays:** Two weeks per year are designated for staff vacation with advance email notice. The remaining two weeks of the year account for inclement weather, national holidays

or unforeseen emergencies

**Payment Terms:** Invoices are sent on the 21st of each month, with payment due by the 1st. A \$20 late fee will be applied to any account with an outstanding balance after the 15th.

**\*Note on Specialty Chemicals:** *While standard chemicals are included, stabilizer (\$3.33/lb.) and salt (\$12.50/bag) are billed separately as needed.*

## The Homeowner's Role (Our Partners)

To keep your equipment running efficiently and your water crystal clear, we ask for your assistance with the following:

**Water Levels:** Please maintain water levels halfway up the waterline tile or skimmer. In the rainy season, we will handle draining the pool back to operating levels.

**Basket Maintenance:** For outdoor pools, we recommend emptying skimmer baskets between our weekly visits to prevent equipment strain.

**Safe Access:** Please ensure all animals are indoors on service days and provide a combination lock or lockbox for consistent entry. Missed services due to locked gates or loose animals are not eligible for credits.

**Pool Leaks:** If a leak is detected, homeowners are responsible for addressing it within 30 days to ensure the pool can properly retain chemicals.

## Maintenance & Repairs

**Annual Filtration Service:** To prepare for the summer season, annual cartridge replacements and D.E. "Split & Cleans" are scheduled starting June 1st (estimated cost: \$150–\$195).

**Salt Systems:** To maximize the lifespan of your salt system, we perform salt cell cleanings every 4–6 months for a \$50 service fee.

**Minor Repairs:** For your convenience, we automatically perform and bill for minor repairs or parts costing \$50 or less (e.g., O-rings, baskets) to keep your system functioning.

**Extra Cleanups:** Additional fees apply for cleanup necessitated by home improvements (roofing, pressure washing, etc.) or severe storm debris.

**Trip Charge:** Any visit outside of the normal weekly service day will incur a \$75 trip charge.

**Phosphates:** Elevated phosphates can naturally occur in pool water over time from sources like rain, landscaping runoff, fertilizers, and even normal environmental debris. While routine

maintenance helps manage overall water balance, phosphate removal is a specialized treatment and is not included in your regular service rate. If levels become elevated, a separate treatment may be recommended to properly reduce them and help maintain optimal water quality.

## Equipment & Safety

**Pump Run Times:** For optimal health, we recommend running your pump for 10–12 hours daily.

**Inclement Weather:** During severe weather, our technicians prioritize water balancing and chlorination to ensure safety.

**Old Equipment:** While we perform basic diagnostics, the homeowner is responsible for ensuring equipment remains in safe, working condition.

**Vacuums:** We do not sell or service auto-vacuums but are more than happy to make recommendations.