



2022 Maintenance Service Contract

9114 Virginia Rd. #114 LITH, IL 60156 | PHONE 847-854-7767 | FAX 847-854-5444 | www.elitepoolsandspas.com

MAINTENANCE SERVICE OPTIONS

Weekly Service | In-ground pools \$98.00 | Above ground pools \$85.00 | Hot tub with pool +\$35.00
Twice Weekly Service | In-ground pools \$196.00 | Above ground pools \$170.00 | Hot tub with pool 1x/week +\$35.00
Weekly Hot Tub Service | Hot tub only without pool \$60.00

Trip Charges | A trip charge applies to all service locations

COMMITMENT

We offer weekly maintenance services for in-ground and above ground pools and spas. Our vacuum service is performed on a weekly basis only and scheduled on a set day every week as scheduled by our service team. Weekly service requires a minimum 3-month commitment as weekly service customers have a designated technician and a reserved space on our schedule.

We may need to reschedule and/or modify our schedule in the event of inclement weather or unforeseen circumstances. If rescheduling or schedule modifications arise the client will be notified. In the case of repairs and equipment installations we may need to schedule these on days outside of our regular service day. We will always coordinate the timing of such repairs and installations with the client. **Pool Vacuum includes 30 minutes . Additional vacuum time is pro-rated at \$43.00 per 15 minutes. ** NOTE* Pools must be clear to vacuum.**

SCOPE OF SERVICE

- Vacuum pool (and or spa) not to exceed 30min
- Skim water surface to remove debris
- Clean tile/water line
- Clean skimmer & pump baskets
- Backwash sand and D.E. filters
- (Cartridge filters can be cleaned for additional charge)
- Brush pool walls and floors as needed
- Test pool/spa water
- Addition of chemicals to balance water
- (Chemicals are additional and charged as needed)
- Inspection of all systems for issues
- 1x/month In house water chemistry panel test

PROFESSIONAL IN HOUSE WATER ANALYSIS

For our weekly service customers we offer an in house comprehensive water chemistry panel analyzed in our lab once per month to correspond with field-testing.

CHEMICALS

We desire to provide you with the best possible care and service for your pool/spa to uphold this commitment, we can only be responsible for the chemicals that we sell and service and therefore only chemicals provided by Elite Pools and Spas will be used for service. We cannot be responsible for chemicals purchased by the customer from any other provider. Weekly chemicals are additional and are charged as needed.

SPECIAL OCCASIONS

We want to make sure your pool/spa is ready for special occasions and entertainment and therefore we can provide additional service days with a 1-week notice. Regular service charges apply. Please notify us of parties or occasions even if you are not requesting additional service so we can ensure the pool/spa is prepared for a potentially larger bathing load.

Professional In House Water Chemistry Panel Test

Chlorine/Bromine | Calcium Hardness | pH | Alkalinity | Cyanuric Acid | Iron | Copper
Salt levels are tested if applicable

CANCELLATION

Cancellation of weekly service will be accepted on a monthly basis after the 3-month time commitment. We require 2-weeks notice to cancel weekly service after 3 months. Contracts cancelled prior to the 3-month time commitment will incur a termination fee equal to the balance of the 3-month time commitment. Contracts cancelled after the 3-month commitment requires the fulfillment of the current month after the 2-week notice or a \$150.00 early termination fee. Failure to notify us will result in charges at the full monthly rate.

BILLING

We provide the full months service, including the chemicals in advance of the billing. We provide these services in advance and so we require all weekly service customers to participate in a monthly credit card auto pay plan in lieu of a deposit. Billing is completed at the end of every month. Clients receive a monthly statement at the months end and will be charged to the credit card on file between the 1st and 3rd of the month. In the event of a credit, credits are applied to the next months invoice. If the credit card on file

is declined, service is suspended until the balance is paid including a \$10.00 transaction fee. All outstanding balances are subject to a 1.5% monthly interest charge on the delinquent balance and may incur reporting to credit bureaus. Checks returned for any reason are subject to a \$27.00 fee. In the event formal collection action is to be taken, attorney's fees and all costs incurred to pursue the balance will be included as part of the balance due.

By entering into this agreement, you agree to handle disputes by way of arbitration and/or mediation as a substitute for all other "legal" formats of resolution. Both parties agree to pay 50% of the costs to arbitrate a dispute.

You authorize MMG Enterprises, Inc. dba Elite Pools and Spas, to charge the following credit card for the charges incurred for weekly maintenance service, including additional chemicals and trip charges as they apply.

CLIENT INFORMATION

Name _____

Service Address _____

City _____ Zip code _____

Best Contact # _____

Email Address _____

BILLING INFORMATION

Name of card holder _____

Billing address for card _____

Credit card # _____

Exp _____ CVC (3 digit code on back / 4 digit code on front for Amex) _____

I, _____, agree to the terms and conditions as set forth in the above agreement
(Print name)

Signature _____ Date _____

SERVICE CONTRACTS WILL BE RENEWED AT THE START OF EACH SEASON



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