

Additional Billing Information we'd like you to be aware of...

- **Pool service is charged per weekly visit** although invoiced monthly at the beginning of the month in advance for that month and due by the 25th.
- **\$25 late fee** will be assessed if payment is not received by the last day of the invoiced service month.
- There will be a few months out of the year that you will be **charged for an additional 5th visit** for that month of which it occurs in.
- We are **closed** the weeks of Thanksgiving and Christmas, Memorial Day, Labor Day, & the 4th of July.
- **Extra Chemical Costs** – Liquid Chlorine, shock, algae preventatives, salt, or any supplemental additive will incur additional charges that will be applied to your following invoice when use was necessary or requested.
- **Chlorine Tablets are NOT included in the weekly service cost**, and you will be invoiced for a bucket of tablets to be kept on site for use on your pool and replenished as needed at the current market price.
This does NOT apply to those with a working salt system generating chlorine (with the exception of when supplemental chlorine is necessary).
- **Filter Cleaning**– Dependent on your filter the majority of DE and Cartridge filters will be required to be cleaned by our technicians every 6 months (**at a rate of \$135 per filter**) Sand filters should have sand replacement every 3-5 years (Rate varies based on size of filter). For your safety and ours, we do NOT allow you to clean your own filter due to complications we've experienced in the past.
- **Draining your pool frequently** is imperative in maintaining a healthy swim environment and reducing surface staining. On average this should be routinely done every 2-5 years dependent on the size of your pool.
- We do require a **working cleaning system** that operates with your equipment **DAILY**. (This includes either an in floor/pop-up system or an inline suction side cleaner)
- Broken and worn **parts (under \$50)** that are a necessity to the proper operation of your pool such as baskets, O rings, water levels, skimmer doors, chlorine dispensers, automatic pool vacuum parts, etc. automatically **will be replaced** and added to the following months invoice. Any major repairs will be addressed and need to be approved in a timely manner.
- If an **additional visit** to your pool is requested for any complications that cannot be easily resolved on our following maintenance visit or requires a skilled repair technician to diagnose and/or repair the issue, an **additional charge** may be applied that can vary from \$35-\$125.
- **\$15.00 lock out fee** will be applied to re-visit your pool if we were unable to gain access upon our arrival on your regular service day.
- Please also understand that **factors beyond our control** such as wind, rain, dust storms, foliage, bees/wasps, pets that may swim, leaks, and neglected equipment problems can affect our control over your pools chemistry and our performance.
- Although we have your best interests in mind, Cool Pools Service and Repair cannot prevent cracking, chipping, etching, scaling, staining, calcium build up/nodules, or sun damage. We will also not be responsible for chemistry issues related to the natural increase in TDS, CYA, Calcium, and Salt Content.