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Pool Service Agreement-revised Jan '23

Blue Water Pool Service is a licensed pool maintenance company serving Las Vegas and North Las Vegas since 2008. We offer **Chemical Only** (Aliante Area) or **Complete Pool Service** to owner occupied homes(non-rentals). Only a qualified Certified Pool Operator will be servicing your pool. We maintain your pool to be sanitary and in balance. Improper pool maintenance leads to waterborne illnesses, pool surface deterioration or calcium scale, and equipment failure.

Complete Pool Service includes:

1. Testing weekly for free and combined chlorine, pH, and alkalinity
2. Testing regularly for temperature, calcium, stabilizer, solids, salt, phosphates, borates, and nitrates
3. Adjusting chemicals weekly (chlorine, pH, alkalinity) to keep pool safe and in balance (neither corrosive nor scaling).
4. Shocking pool (super chlorination) as needed to oxidize chloramines
5. Netting pool
6. Brushing pool
7. Emptying pump and skimmer baskets
8. Vacuuming as needed
9. Programming automation and pumps, adjusting valves and equipment-like chlorinators
10. Emailing service report after each visit
11. Informing of needed parts and repairs, or chemistry concerns
12. Maintaining records for pool

Complete Pool Service minimum base price is \$150/month for pools under 15,000 gallons. **Chemical Only Service** (Aliante Area Only) has a base price of \$110/month and excludes items 5-10 above. The base price does not include chemical costs. Chemical costs can fluctuate but will be less than the retail price and are added to billing in arrears. The first service month is pro-rated if there are less than 4 visits that month. The pro-rated pricing is $\frac{1}{4}$ the monthly rate x the # of visits including scheduled vacation weeks. Pools are serviced 48 weeks per year. Vacation weeks are **April 3-7, Oct 23-27, Nov 20-24, and Dec 25-29**. Visits will be on a specified day of the week and may occur anytime between dawn and dusk.

Please provide a gate key or keep the gate unlocked on the day of service. Gates with a doorknob/handle which are opened from the front are to remain locked so please provide a key. There may be a missed visit when we arrive at a locked gate. **Gates must be self-closing and self-latching**. For safety reasons, do not prop open a gate for a technician.

Please provide a clear path to the pool and equipment which is free of obstructions like trash cans and animal feces. Please remove pool covers, pool furniture, and toys prior to technician's arrival.

Equipment should be in working order with all necessary parts such as but not limited to skimmer weirs, pressure gauges, baskets, drain covers, etc. Auto-fill devices and roaming pool cleaners are required. Pop-up cleaning systems may substitute for pool cleaners. Pool equipment must be electrically grounded and bonded. In the event of a life-threatening concern, we will take safety precautions as necessary and notify you.

Chemicals which may be added to your pool include: 70% Calcium hypochlorite, 12% sodium hypochlorite, 99% tri-chlor tabs, 31% muriatic acid, algicides, phosphate removers, enzymes, metal sequestrants, sodium carbonate, sodium bicarbonate, cyanuric acid, and boric acid(optional). All chemicals added to your pool are recorded on your weekly emailed service report.

Chemistry adjustments: free chlorine from 2-10 ppm, (Minimum free chlorine needed is 7.5% of stabilizer level for pools without boric acid but only 5% of stabilizer level for pools with boric acid.), pH between 6.5 and 8.3(7.0-7.8 ideally), total

alkalinity from 60-120 ppm (80ppm ideally), and stabilizer between 30-100 ppm. *Boric Acid treatment is optional and has many benefits including slowing pH from naturally drifting up. This helps minimize calcium scale formation on the tile and pool. Please call to discuss additional boric acid benefits to your pool and to schedule treatment.*

Basic chlorine info: When chlorine is added to a pool, it is called free chlorine. Enough chlorine must be supplied to the pool to meet or exceed usage demand. When free chlorine reacts with bacteria and other contaminants, it becomes combined chlorine and no longer sanitizes. The environment, swimmers, and especially dogs in the pool consume free chlorine. Combined chlorine builds up in the water and must be burned off(oxidized)-usually by adding large amounts of chlorine all at once(shocking). Certain contaminants are not easily oxidized this way and normal chlorine demand increases as chlorine tries to oxidize contaminants. UV systems inactivate some contaminants but do not oxidize them. Ozone generators oxidize contaminants thus allowing chlorine to be free to sanitize the pool. Both UV and ozone systems help reduce chlorine demand. Also, utilizing a chlorine generator will reduce the need to add chlorine to the pool.

Refilling a pool with fresh water is a normal and regular part of water balance and sanitation. It is appropriate to refill pool water when certain conditions exist such as: total dissolved solids exceed 2000 ppm, stabilizer levels exceed 100 ppm (health hazard), calcium levels exceed 800 ppm or other conditions exist which necessitate refilling to avoid an unsanitary, corrosive, or scaling condition. All products added to a pool will raise solids, calcium, salt, or stabilizer. Chlorine tablets are highly stabilized and quickly lead to the need to refill the pool. Pools with liquid chlorine dispensers, chlorine generators (salt pools), UV systems or ozone systems may need refilling less often. Las Vegas pools have high evaporation, and each pool environment is unique, so draining frequency varies. When the pool needs fresh water, test results and reasoning will be provided. Pool water can be diluted by using the hose spigot or ball valve attached to pool plumbing to drain water. Alternatively, we can provide a draining service if needed.

Filter cleaning is recommended for cartridges every 4 months. We can clean your cartridge filters regularly (every 4th month) with a \$15 fee added to the monthly base price. The total cost for filter cleaning is \$60 with the regular schedule. If your filters are not on the regular schedule, you will be notified when they need to be cleaned so you can clean them. There is a \$95 charge for us to clean filters not on the regular schedule. Backwashing sand filters costs \$35 and is done on an as needed basis. Follow the manufacturer's instructions if wanting to clean your own filters. Dirty filters increase chemical demand.

Modified service is rare but may occur for safety reasons during extreme weather, storms, or excessive heat warnings.

Storm debris removal from the pool may incur a \$35 fee if requiring excessive time to clean up the pool. Also, you may need to empty pump, skimmer, or vacuum baskets between visits as needed in the Fall or after storms to avoid pump failure.

Invoices are emailed on the 1st, (or the first business day if the 1st falls on a weekend), for the current service month and previous month's chemicals. Payment is due upon receipt and is late if not received by the 20th. A late payment fee of \$15 posts to open invoices on the 21st and every 21st thereafter. Payment is done by ACH via a payment link in the e-bill. Auto-payments can be arranged for a \$10/mo. processing fee. Services are suspended on the 1st of the following month for late accounts. Suspended accounts may require a deposit and must be brought current to resume service. Unpaid suspended accounts may be sent to a collection agency, or a property lien may be filed.

Name _____ Signature _____

Address _____

Email Address _____ Gate Code _____

Phone Number _____ Date _____

Choose one: _____ Complete Pool Service _____ Complete Pool Service w/Regular Filter Cleaning Schedule

_____ Chemical Only Service _____ Chemical Only Service w/Regular Filter Cleaning Schedule