

Konstant Klean Pool Service

PO BOX 7414, LAGUNA NIGUEL CA 92677

KONI@KONSTANTKLEAN.COM

WWW.KonstantKlean.com

Pool/Spa Maintenance Agreement

Name: _____

Billing Address: _____

Phone # Cell: _____ Home: _____

E-mail Address: _____

Payment can be made monthly by check or Zelle at 949-413-2111.

To set up automatic monthly payment by credit card, please fill out the following:

CC# _____ Exp. Date _____ Code _____

By signing this Maintenance Agreement I Authorize Konstant Klean to charge my credit card within the last 3 days of the month on a recurring basis indefinitely until notice in writing by email or mail of cancellation and all customer approved repairs.

Premium Service includes:

- Test water for chlorine and pH and adjust each visit.
 - Maintain proper water balance (alkalinity, calcium hardness, and conditioner level).
 - Clean pool & spa bottom as needed.
 - Clean tile as needed.
 - Skim pool surface.
 - Brush steps.
 - Empty skimmer and pump baskets.
 - Chlorine, acid and conditioner are included as part of the service fee. Any other chemicals including salt will be charged separately. Service will be provided once a week for \$ _____ per month (Enter amount). Invoices are emailed during the month as REMINDERS. **Payment should be received no later than the last day of the month. A late fee of \$20 will be charged for every 15 days payment is overdue.**
- Since you are billed for only 48 weeks each year, yet receive 52 weeks of service, it is our policy to take up to 4 weeks off, (including the weeks of Thanksgiving and Christmas) although we try to maintain weekly service throughout the year. There will be no service on major holidays. Please call in advance for any special requests.
- If it is lightly raining we may not vacuum the pool, but we will empty the baskets, and check/add chemicals as necessary. If it is heavy rain, we will attempt to make up the cleaning when the weather has cleared. Service will be skipped due to heat advisories, fire hazards, strong wind advisory, extremely poor air quality, disaster alerts, severe storm, street construction or any other emergency alerts that would put the technician in harm for their health. Strong winds may cause a delay of service. Trees or shrubs near the pool/spa may cause issues to water chemical balance and staining of pool surface from leaves of which home owner takes full responsibility. Excessive debris from foliage may result in additional charge. If gates are locked or we are unable to service the pool for reasons due to homeowner or maintenance company, you will still be charged for that service week if not notified 72 hours prior. Price increases may occur due to inflation of cost of chemicals and products of which you will be notified of any increase. **Filters will be taken apart and cleaned every 6 months at a charge of \$150.00. Salt cell cleaning will be performed as needed but at least twice a year at 25.00 each service. If applicable, the mineral cartridge will be replaced with new one every 8 months at \$150.00. Every 18 months, we will be replacing the flow regulator valve in the heater for a charge of 150.00 for the regulator valve and 150.00 labor. If a call for repair/service is requested outside of normal service time, a service call will be charged a minimum of \$150.00 per hour. Contact our office if a cleaning is missed on the day of or within 24 hours by email, phone or text or credit will not be issued.**

Customer will maintain proper water level. If water is low on service day, the pool equipment will be turned off, and the customer will be called. Failure to maintain proper water level may result in serious damage to pool equipment for which Konstant Klean is not liable. Customer will also be responsible for pool water after technician services the pool and contact our office immediately if any other substances are added to the pool as Konstant Klean is not responsible for water imbalance after day of service.

Under the terms of this agreement, Konstant Klean will not be held responsible for any staining, discoloration or problems listed below from plaster, pebble-fina or pebble sheen. Since pool finish is composed of many different natural materials, a certain amount of shading, staining, hazing and color variation is to be expected. Different forms of staining and hazing do occur in all pools and with proper chemistry can be held to a minimum but it is a natural process and will happen with time. A certain amount of shading, mottling, blotchiness or color variation will be present. There is no guarantee for evenness of color, exact shade, etc. Calcium nodules may appear due to water quality and over time. Plaster check cracks and hairline cracks are also common and may be noticeable over time (more pronounced with colored plaster). Water quality will vary from city to city, and even within neighborhoods. Surface staining and other conditions may occur due to the quality of water.

It is the customer's responsibility to assure that all gates are operating properly. Service technician assumes no responsibility for maintaining fencing or gates at customer's property and will not climb or jump a fence for entry. Animals should be kept indoors on day of service. This agreement can be canceled by either party at any time. Prices subject to change at any time. Please confirm pricing online.

Customer's signature _____ Date: _____