



Spring is here!  
Leave the pool care to us!



**CALL OR TEXT TO  
RESERVE YOUR  
SPOT!**

**254-855-9726**

Romans 8:28



Voted Wacoans Best of Waco



5 Star Local Reviews!

Honest. Reliable. Professional.

## what we offer:

- ✓ • **Weekly service plans starting as low as \$175/mo**
- ✓ • **Professional pool service and water chemistry (No Guesswork!)**
- ✓ • **Emailed Service Reports + Customer Portal**
- ✓ • **On-the-way texts!**



*Jake and Ashley French*  
Locally owned + Family operated  
located right here in China Spring!



Welcome to  
Hometown Pools!



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## *what we do:*

- Professional water testing & balancing (LSI-based, no guessing)
- Skimming, brushing & debris removal (Full Service)
- Emptying Skimmer + Pump Baskets
- Vacuuming as needed
- Backwashing
- Filter & equipment visual checks
- Chemical Adjustments
- Detailed emailed service report after each visit with pictures and chem reading



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**Hours of Operation: M-F 9-5**

**Phones: M-F 9-3:30**

## *service plans:*

- **Chemical-Only**
- **Full Service, Bi Weekly**
- **Water Assessment**
- **Equipment Repair**
- **Inspections**
- **One Time Clean**
- **Green to Clean**



## *professional:*

- **On-the-Way Text Before Each Visit**
- **Detailed Emailed Service Reports**
- **Customer Portal (Service History, Invoices & Reports)**
- **Consistent, Professional Service Standards**
- **Monthly Educational Newsletter**



### Holidays:

Good Friday + Monday  
after Easter  
Memorial Day  
July 4th  
Labor Day  
Thanksgiving  
Week of Christmas  
New Years Day

### Billing:

48 week year  
Billed on the 1<sup>st</sup> of every month  
for that month



service@hometownpoolstx.com  
hometownpoolstx.com



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## *Customer Portal:*

[www.hometownpoolstx.poolbrain.com](http://www.hometownpoolstx.poolbrain.com)

- Enter Payment Info and Set Up AutoPay (required)
- View Service History Reports
- Invoices
- Quotes

## *Billing:*

Invoices are due on the 1st of each month. We use a 48-week billing calendar, which means months with 4 and 5 weeks are billed the same. This helps us provide consistent billing and gives a little flexibility for weather-related service adjustments, so your pool stays in top shape year-round!

### Holidays:

Good Friday  
Memorial Day  
July 4th  
Labor Day  
Thanksgiving + Black Friday  
Week of Christmas  
New Years Day

[service@hometownpoolstx.com](mailto:service@hometownpoolstx.com)  
[hometownpoolstx.com](http://hometownpoolstx.com)



Welcome to  
Hometown Pools!



*Service  
agreement:*

No Contract ever!

Cancel any time- we do  
kindly request a 30 day  
notice if you decide to  
cancel.



### **Whats included in my monthly invoice?**

Agreed upon service package + frequency (weekly, biweekly, chem only).

Billed and due on the 1<sup>st</sup> of every month.

AutoPay is available via the Customer Portal!

\*Minor repairs less than \$90: pressure gauge, skimmer and pump basket replacements will be noted in customer service reports and repaired at next visit if still needed (no approved quote needed, and invoiced at time of replacement)

### **Not Included:**

Service visits outside of service package, rodent removal clean up, biohazard clean up, excessive clean up (leaf drop, post party) >40 minute visit, repair assessment or emergency assessment.

Repairs and special treatments are quoted + invoiced separately.

Approved quote service visits are due upon service completion.

Refunds are not applied for missed visits due to dogs or accessibility (locked/blocked gates). Our service pros are not responsible for your pools water level!

Cartridge Filter Cleans are completed every 12 weeks at \$145 per cleaning.

### **Why do my chemical readings fluctuate between visits?**

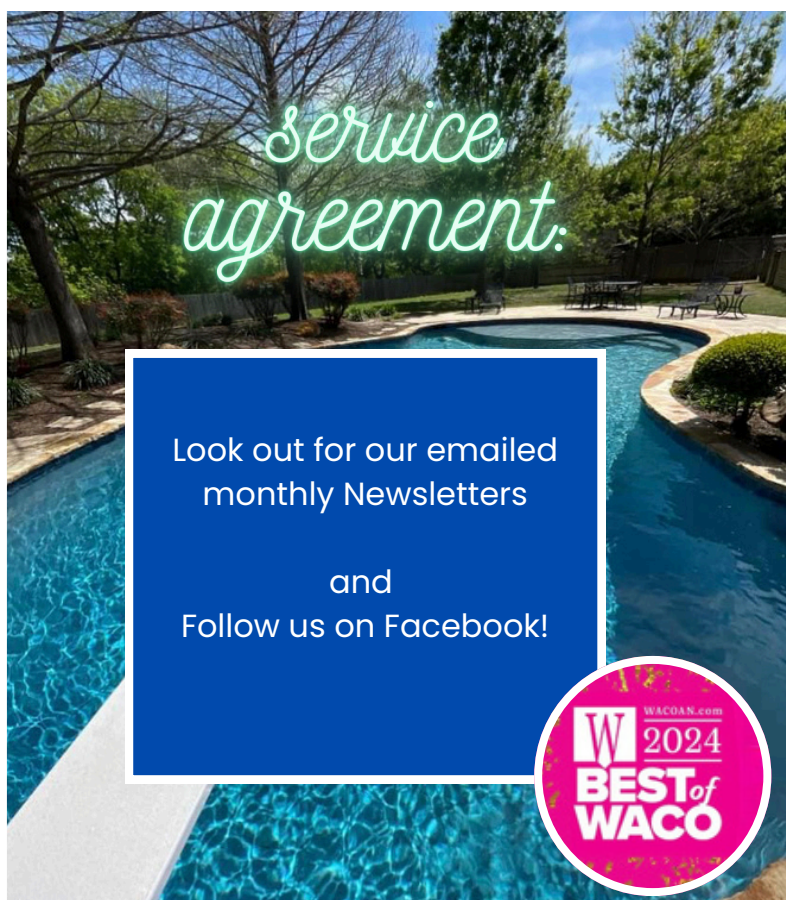
Sunlight, rain, heavy use, and debris can all affect your waters chlorine and pH levels. Weekly service keeps things balanced long-term, but day-to-day conditions can cause small variations.

### **What happens if it rains on my service day?**

We still perform service unless lightning is present. If it's unsafe, we reschedule or perform chemical-only service depending on conditions.



Welcome to  
Hometown Pools!



### **Why is my pool cloudy after weekly service?**

Cloudy water can happen even right after a visit – and it's usually temporary. When we treat your pool, chemicals like chlorine go to work killing algae and breaking down organic material. This can cause tiny particles to float in the water before your filter clears them out.

Other common reasons include:

High swimmer load (lots of sunscreen, sweat, and oils in the water).

Poor circulation if the pump or filter isn't running long enough.

Weather – storms and heavy rain can wash dirt and debris into the pool.

### **What is the expected time for service?**

Once a pool is balanced and maintained weekly, visits are efficient! Your service pro tests and adjusts water chemistry, empties baskets, brushes walls, skims the surface, and checks equipment. Most stops take **about 10–20 minutes** unless a special issue arises. Quick doesn't mean rushed – it means your pool is healthy and easier to maintain thanks to consistent care.

### **Is it safe to swim right after chemicals are added?**

Not always. Most treatments need a little time to circulate. For standard weekly service, you can usually swim **within 30–60 minutes** once the pump has mixed everything in. If we add stronger doses (like for algae or stains), we'll leave you clear instructions.

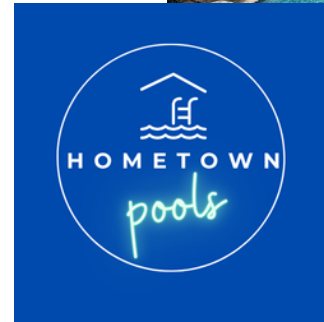
### **Why do you say 'don't swim if you can't see the main drain'?**

Safety first! If the main drain at the bottom isn't visible, the water is too cloudy.

Swimmers could be in danger and not seen in time.

If you can't see the drain, don't dive in.

Lets be partners in  
*pool care*



**Limitation of Liability; No Warranty; Indemnification; Scope of Services**

**Scope of Services**

Hometown Pools provides routine weekly pool maintenance services only. Such services are limited in scope and do not constitute comprehensive pool management, inspection, or repair services. Any repairs, replacements, or additional services identified during routine maintenance will be communicated to the Customer and are not included unless expressly authorized in writing.

**No Warranty**

All services are provided on an “as-is” and “as-available” basis. To the fullest extent permitted by Texas law, Hometown Pools disclaims all warranties, express or implied, including but not limited to any warranties of merchantability or fitness for a particular purpose. Hometown Pools does not guarantee that water will remain balanced, that equipment will function without interruption, or that the pool will remain free from defects, algae, or other conditions.

**Limitation of Liability**

To the fullest extent permitted by Texas law, Hometown Pools shall not be liable for any indirect, incidental, special, consequential, or punitive damages, including but not limited to loss of use, loss of enjoyment, property damage, increased utility costs, or chemical expenses.

In no event shall Hometown Pools’ total liability for any claim arising out of or related to the services exceed the total amount paid by the Customer for services in the thirty (30) days preceding the event giving rise to the claim.

Hometown Pools shall not be liable for any loss, damage, or injury to the pool, equipment, or surrounding property, including but not limited to damages arising from equipment failure, structural defects, leaks, improper installation, normal wear and tear, chemical imbalances, acts of nature, weather conditions, power outages, or any conditions beyond its control.

**Owner Responsibility**

The Customer acknowledges and agrees that they are solely responsible for the overall condition, operation, and maintenance of the pool and all related equipment, including but not limited to maintaining proper water levels, ensuring equipment is operational, and addressing any necessary repairs or deficiencies.

**Chemical Treatment and Water Level Responsibility**

Customer acknowledges that proper pool operation requires maintaining an appropriate water level and balanced chemistry at all times. Hometown Pools will make reasonable efforts to balance water chemistry during scheduled service visits; however, conditions between visits—including but not limited to weather, rainfall, temperature changes, bather load, and equipment operation—can significantly impact water balance.

Hometown Pools shall not be responsible for any damage to the pool, equipment, or surrounding property resulting from improper water levels, including but not limited to low water conditions, overfilling, or loss of prime. Customer is solely responsible for maintaining proper water levels between service visits.

Customer further acknowledges that chemical treatments are based solely on conditions observed at the time of service. Hometown Pools does not guarantee that water will remain balanced between visits and shall not be liable for issues including, but not limited to, algae growth, staining, scaling, corrosion, or damage to surfaces or equipment resulting from water chemistry conditions outside of the service visit.

Hometown Pools shall not be responsible for damage caused by pre-existing water chemistry issues, imbalanced source water, or the addition of chemicals, treatments, or equipment adjustments made by the Customer or any third party.

**Indemnification**

Customer agrees to indemnify, defend, and hold harmless Hometown Pools, its owners, employees, and agents from and against any and all claims, damages, losses, liabilities, and expenses (including reasonable attorney’s fees) arising out of or related to the condition of the pool, equipment, or property, except to the extent caused by the gross negligence or willful misconduct of Hometown Pools.