



THE REPAIR GUY & TRG POOLS WEEKLY & BI-WEEKLY CLEANINGS FORM



Mail or Email form to 13996 Kutztown Rd, Fleetwood, PA 19522
Shannon@therepairguy313.com – Phone# 484-637-2065

We will perform the following services 1 time on a weekly or bi-weekly basis:

1. Empty pool and pump skimmers
 2. Empty robot cleaner bag, if available, and ensure cleaner is operating properly
 3. Check pumps & booster pumps for proper operation
 4. Clean filters (if pump pressure indicates it is needed)
 5. Vacuum and/or brush pool (if needed)
 6. Skim surface of pool (if needed)
 7. Check for any necessary repairs
 8. Take a water sample, test, then add chemicals to treat water per test results
 9. Add liquid shock recommended for pool size (determined by gallons of water in pool)
 10. Spend up to a maximum of 1 hour cleaning the pool. If additional time is needed, you will be charged by each additional quarter hour at \$31.25 per quarter hour.
 11. Techs will use your chemicals first, if available, before using ours and adding them to your invoice. Please leave all chemicals together where techs can easily access them. (*Techs will NOT use your chemicals if they are expired, poor quality, or contaminated*)
- Service days are at the sole discretion of The Repair Guy/TRG Pools and may be altered due to weather or other mitigating circumstances. However, we try to service customers on the same day of the week, each week, as much as possible.
 - A card on file (COF) is mandatory for all weekly & bi-weekly cleaning customers. If your COF info changes or becomes compromised and we cannot process payment, it is your responsibility to let the store know as soon as possible to ensure your next cleaning is not delayed. Your next and future cleanings will be stopped if there is an unpaid balance before your next cleaning.
 - Our system automatically sends emails about your cleaning service. You will receive an email with the appointment details with any pics taken at each visit, an email when your card is charged with the amount, and an email with an itemized paid invoice once the day has been closed out.
(It is important that customers check their email regularly for those details along with any correspondence relating to chemistry issues, suggested/necessary repairs, issues accessing the pool site, or anything out of the ordinary with the cleaning.)
 - If an error is found after the payment has been processed, a credit will be put on your account and applied to the next cleaning invoice. Once we get your water balanced, most weeks the charges for cleaning and chem's will be around the same each visit. If your bill is going to be unusually high because of extra chems and/or parts are needed, someone will contact you to explain the charges and get approval before charging the COF.
 - Techs will leave a blue sheet at a door closest to the pool at each visit. The blue sheet is a summary of what was done, condition of the pool & water, and anything that needs to be done. If you have a preferred place you would like the tech to leave the blue sheet just let us know.
 - If you need any chemicals or anything supplies from our store, like shock, 3" tabs, O-rings, hoses, etc, we can add items to the cleaning invoice and deliver them for no additional charge if we bring it to your scheduled cleaning, or if we are in your area for other services.

-CUSTOMERS RESPONSIBILITIES: Clean skimmers & maintain proper water level (mid-skimmer) during time periods between services. Techs cannot run your pump or properly clean your pool if water level is below mid-skimmer. **Bi-weekly customers** are responsible for doing tasks 1-9 stated above during the off week we are not there. If your pool is NOT being maintained between visits and the pool becomes excessively dirty on 2 or more consecutive weeks, it will be MANDATORY to switch to weekly cleanings or be removed from our cleaning service all together.

All customers – If you are going on vacation or will not be home for longer than a week, PLEASE let us know by email or phone call. We can have a tech stop by once a week while you are away to check that everything is operational and water level is stable for \$75 per visit. If you need us to do an extra cleaning while away, pricing would be \$125 + chemicals. Customers can **stop, pause, or skip** a week's cleaning service whenever with advanced notice. If you have any questions or concerns, feel free to email Shannon@therepairguy313.com or Scott@therepairguy313.com anytime or call the store at 484-637-2065.

POOL CLEANING SERVICE - \$125 PER VISIT + CHEMICALS – (Military & First Responders get 10% off)

Name _____ Phone _____ Military/First Resp.? _____

Address _____ City _____ State PA Zip _____

Email _____ Type of Pool: In-Ground _____ Above Ground _____ Pool Size/Gals: _____

Type of Sanitizer: Chlorine – Bromine – Salt _____ Add Pool Rx? (Small Pool Rx covers 7.5k – 20k gals) _____ (Large Pool Rx covers 20k – 30k gals) _____
(Stays in skimmer, prevents algae growth for 6 mos., 1 time add'l cost per season, not for bromine pools. Ask for details and pricing)

Frequency: Weekly _____ Bi-Weekly _____ Signature _____ Date _____