



# The Repair Guy & TRG Pools

## Opening Form

Thanks for choosing us to prepare your pool for the summer! As always, we give 10% off for Military & First Responders. THANK YOU for your service!

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

Name _____	Date _____	Military/First Resp.? _____
Address _____	City _____	State <u>PA</u> Zip _____
Phone _____	Alt. Phone _____	Email _____
Type of Pool: In-Ground _____ Above Ground _____ Size of Pool (approx gals or size) _____ Type of Sanitizer: Chlorine - Bromine - Salt _____		

Choose **2 preferred weeks** for your opening and write them in the designated area below. The calendars have the weeks labeled for your convenience. We will notify you by email/phone a week or two before with the exact date for your opening. No specific time will be given. Openings will occur from 8:30am-5pm Mon-Fri. We make every effort to schedule your opening using your first preferred week but may have to use your second week if your first choice is full.

APRIL/MAY 2025					
	Mon	Tue	Wed	Thur	Fri
Week 1	14	15	16	17	18
Week 2	21	22	23	24	25
Week 3	28	29	30	1	2

MAY/JUNE 2025					
	Mon	Tue	Wed	Thur	Fri
Week 4	5	6	7	8	9
Week 5	12	13	14	15	16
Week 6	19	20	21	22	23
Week 7	26	27	28	29	30
Week 8	2	3	4	5	6
Week 9	9	10	11	12	13

Put week # below in 1<sup>st</sup> & 2<sup>nd</sup> choice - If you prefer a week that is before April 14th or after June 13<sup>th</sup>, just write in the dates below.

1st Choice: \_\_\_\_\_

2nd Choice: \_\_\_\_\_

We are not responsible for delays due to weather. Once scheduled, your service date can change without notice due to unforeseen circumstances. All work is scheduled on a first come, first served basis.

**PLEASE RETURN THIS AT LEAST 2 WEEKS PRIOR TO YOUR FIRST PREFERRED OPENING DATE.**

### CUSTOMERS RESPONSIBILITIES BEFORE THE OPENING:

- Make sure water level UP TO MID-SKIMMER & water/debris is pumped/cleaned off the winter cover before the day of your opening. You can check water level by peeling back the cover by the skimmer.
- Gates and locks to give access to your pool and equipment must be unlocked.
- Make sure the techs have electric and access to running water to the pool site.
- Have pool supplies & equipment needed for your opening out where techs can easily access them, especially if we did not close the pool or it's in an area not close to the pool.
- We will make every effort to open your pool on the scheduled pool opening date.
- If water level is NOT up to mid-skimmer & it will not fill before finishing the opening, techs will do as many steps as possible & leave the opening chems for the customer to add once water level is up to operating level. The customer will be charged the full opening price and responsible for adding water, turn on pump & filtration, and add the opening chemicals left by the techs.
- If we show up and cannot open the pool that day because of locks, no electric or running water, you will be charged a \$100 fuel surcharge in addition to the opening cost. **We may not be able to reschedule your opening in a timely manner.**

### **\*BE AWARE: YOUR POOL WILL NOT BE SWIMMABLE THE DAY OF OPENING!\***

We do **NOT** recommend making plans to use the pool the 1st week of opening. The pool has been without filtration all winter. You will need to run the filter continuously until the water is crystal clear and to help circulate the opening chemicals. You may also need to vacuum/brush and clean the pool filter several times a day to remove debris accumulated over the winter. We recommend testing your pool water 24hrs after opening to determine if any additional chemicals are needed to balance water. We offer free water testing with a professional analysis at our store.

## IN & ABOVE GROUND POOL OPENING:

### PRICES ARE FOR BOTH IN & ABOVE GROUND POOLS, INCLUDE CHEMICALS & THE FOLLOWING:

- Remove, fold, & store winter cover properly (unless specified below that you will put away).
- Remove plugs from return lines, skimmers, cleaner lines and fittings.
- Reinstall pumps, gauges, drain plugs, filters, heaters, skimmer baskets, ladders, multiport valves.
- Brush pool walls, skim pool surface & remove submerged debris, if needed, for up to 1hr.  
If we can't see the bottom of the pool, we can't clean or remove submerged debris. If there is a lot of debris that will take longer than 1-hr to clean, the customer will need to finish cleaning.
- Start filters & heater and make sure all ground wires are connected.
- Set up robot cleaner to make sure it's operational & put it in the pool to clean up light debris.
- Check for leaks; if any leaks are found, techs will try to repair them while there, within reason. Any supplies/parts used to repair leaks will be added to your invoice. If additional items will be more than \$50, we will contact you for approval first.
- If you have a specific area for techs to store your cover, please specify \_\_\_\_\_
- If you want techs to leave cover out to dry and YOU will put away, please mark YES \_\_\_\_\_

### PRICES BASED ON GALLONS OF WATER IN YOUR POOL - Please mark your pool size below:

SMALL POOL (UP TO 7,500 GALS)	- \$297.70	-w/Military-First Resp. Disc. \$267.93
MEDIUM POOL (8,000 – 15,000 GALS)	- \$316.63	-w/Military-First Resp. Disc. \$284.96
LARGE POOL (15,500 – 30,000 GALS)	- \$385.42	-w/Military-First Resp. Disc. \$346.88
X-LARGE POOL (30,500 – 45,000 GALS)	- \$464.09	-w/Military-First Resp. Disc. \$417.68
2X-LARGE POOL (45,000 GALS AND UP)	- \$532.86	-w/Military-First Resp. Disc. \$479.58

Prices above include chemicals and tax. Prices will be adjusted if the amount of chemicals included in your size opening is not used or if additional chemicals is needed.

### CUSTOMERS RESPONSIBILITIES AFTER OPENING:

- You should test your pool water 24 hours after opening and add the necessary chemicals to balance the water. We offer free water testing and have all the chemicals needed to balance your pool at our store. We can also help guide you step by step in clearing up your pool.
- If your pool is really cloudy, green from algae, or has an excessive amount of debris, we will still open the pool and add Swamp Treat and/or the appropriate chemicals to help it start to clear up. Any additional chemicals not included in the opening price will be added to the opening invoice.
- The customer is responsible for clearing up their own pool after the opening. If you would like us to come back and clear the pool up for you, our cleaning fee is \$125 per visit plus the cost of chemicals used to clear the water.
- If you have any issues with the opening or the charges after the opening, you must contact us at the store within 5 business days of the opening. You may email or call; leave a message if no one picks up. If you do not contact us within 5 business days, we assume everything was done properly and you were satisfied with the services we provided. If an adjustment to the invoice needs to be made after the card on file has been charged, we can credit your account that can be used on anything in store or for future services or issue you a refund check for the difference. A reversal on the card may also be possible in certain circumstances. Once a refund or credit has been issued, you agree to **NOT** dispute the original credit card charges or legal action will be taken and you will not be able to receive any more services from The Repair Guy or TRG Pools in the future.

### TERMS & CONDITIONS:

**MISSING OR DAMAGED PARTS:** To ensure proper opening of your pool, any missing/damaged parts will be replaced at our tech's discretion and customer will be billed accordingly. The Repair Guy will not assume responsibility and/or liability for damages incurred by removal and re-installation of equipment parts which are corroded, rusted, or otherwise deteriorated.

**CANCELLATION POLICY:** If you wish to cancel any service, please do so at least 48 hours in advance. Please be considerate as once the schedule is full we cannot take any more reservations for that day. If you cancel the day of your opening, you are not giving someone else, or us, the opportunity to fill your spot.

### PAYMENT POLICY – PLEASE READ CAREFULLY & SIGN AT THE BOTTOM OF THE PAGE:

- **ALL CUSTOMERS MUST HAVE A VALID CARD ON FILE & A SIGNED OPENING FORM RETURNED TO SECURE AN OPENING DATE.**  
The card on file may be used for any additional services provided that go beyond the normal opening price, such as additional chemicals beyond the chemicals included in the opening, additional parts like missing/damaged plugs, caps, return fittings, eyeballs, weirs, skimmer baskets, pressure gauges, O-rings, hoses, etc.  
-If the additional services and/or parts cost more than \$50, someone will reach out to the customer to explain and get approval.
- **PAYMENT IS DUE IN FULL UPON COMPLETION OF SERVICES.**
- **IF THE CARD ON FILE IS DECLINED, THE CUSTOMER IS TO PAY THE CHARGES ANOTHER WAY IMMEDIATELY.**
- **YOU CAN PAY THE TECH DIRECTLY ON THE DAY OF YOUR OPENING, BUT A CARD ON FILE IS STILL MANDATORY.** If someone will be home to pay the tech once the opening is completed, techs can take cash or check on the day of opening.
- **IT IS THE CUSTOMERS RESPONSIBILITY TO MAKE SURE PAYMENT IS GIVEN TO A TECH BEFORE THEY LEAVE THE SITE. IF PAYMENT IS NOT GIVEN TO A TECH BEFORE THEY LEAVE, THE CARD ON FILE WILL BE CHARGED BY A TECH ON SITE.**
- **PLEASE DO NOT MAKE THE CHECK TOTAL OUT BEFORE THE OPENING IS FULLY COMPLETED BECAUSE PRICING MAY CHANGE.** Some pools may not need all the chemicals included in the pricing **OR** additional items may be needed that will change the quoted price of the opening.

### PLEASE LET US KNOW HOW YOU WOULD LIKE TO PAY:

- Use the Card On File after the opening is completed – YES ☐ - If you already have a card on file, is the card still valid? – YES ☐ NO ☐  
If the card on file is no longer valid, please put the new card info below, or call the store to update your card info.
- Pay the tech directly with Cash or Check on the day of your opening? YES ☐ NO ☐ (Card on file is still required for this option)

**CREDIT CARD INFORMATION:** If you don't want to put the card info on this form, you may call or come into the store to give us the card info.

NAME ON CARD \_\_\_\_\_ CARD # \_\_\_\_\_

EXPIRATION DATE \_\_\_\_\_ 3 or 4 DIGIT SECURITY CODE \_\_\_\_\_ BILLING ZIP CODE FOR CARD \_\_\_\_\_

■ By signing this document below, I hereby authorize The Repair Guy, LLC to perform the work necessary on my pool/property and agree to pay for the parts and labor charges as billed. I agree to pay the credit card company **and not dispute the charges** even though my signature is not on the individual credit card receipts. Payment is due upon completion of services. If the charge is declined, you agree to pay the charges immediately upon receipt of the invoice. As of January 1, 2024, past due accounts will be charged interest at a rate of 2% per month or a \$25.00 late fee, whichever is greater.

■ I, the undersigned, authorize The Repair Guy, LLC to use the card listed above or card on file for payment upon completion of services. If you wish to pay by other means you must provide payment in full to the service technician the day of service or prepay before the day of opening. If payment is not presented at the time of service the card on file will be charged. I, the customer, have read and understand and agree with the customers responsibilities, payment policy, and terms & conditions on both pages of the opening form, and agree to pay all balances due at the time of service.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_