

# RESIDENTIAL MAINTENANCE SERVICE CONTRACT

Pacific Breeze Hot Tubs LLC

2520 Highway 101

Florence, Oregon 97439

(541) 590-3071 | info@pacificbreezehottubs.com | [pacificbreezehottubs.com](http://pacificbreezehottubs.com) | CCB#259493

## Customer Information:

Customer Name \_\_\_\_\_

Property Address \_\_\_\_\_

\_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

Billing Address \_\_\_\_\_

\_\_\_\_\_

Location on Property \_\_\_\_\_

Time / Day Access Restrictions \_\_\_\_\_

Access Instructions: (parking, gate code, key location, water-main location, breaker box location, etc)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Service Locations and Rates

### North:

Yachats to Florence      \$125 per month

### East

Florence to Mapleton      \$125 per month

### South

Florence to Reedsport      \$125 per month

## Bi-weekly water maintenance services

for your hot tub include:

- Water Testing & Balancing
- Filter Cleaning
- Vacuum & Skimming
- Cover & Cabinet Wipe-down
- Equipment Check
- Email report with photos

**Included:** Standard chemical costs and (2) Drain, Clean and Fills per year.

**\*Swim Spas are \$50 more than hot tubs**

## Service Terms & Billing

- **Frequency:** Every Two Weeks (Note: some months may include a third service)
- **Day of Week:** Determined by service area, company logistics, and staff scheduling.
- **Time Window:** Customer service times are performed anytime between 8am-5pm Monday-Friday, but can occasionally fluctuate outside of routine days or regular business hours. *We will make reasonable efforts to maintain the scheduled day, but reserve the right to reschedule due to weather, emergencies, or staffing. Missed visits will be made up ASAP.*
- **Initial service:** In order to ensure water quality, new accounts will require that the hot tub be Drained, Cleaned & Filled at the start of services. There is a one-time surcharge of \$50 for this service.
- **This is an Ongoing Recurring Monthly Service:** For initial services that only have one maintenance call in the first month, the monthly fee will be prorated. Service may be paused or resumed with 15 day notice by email or phone call. Resuming service after extended breaks may require an additional Drain, Clean & Fill Service.
- **Filters:** In order to properly care for the water quality a hot tub requires filter replacement every year. On an annual basis our technicians will assess your filter needs and replace your filters during a regularly scheduled maintenance visit. The cost of the filters will be added to your next invoice. Please understand that this is in addition to the monthly rates. Alternatively, homeowners may replace filters on their own, but Pacific Breeze will need to be informed and the filter needs to be correct.
- **Property requirements:** In order to perform our duties our technicians need access to the hot tub and its quick disconnect, as well as access to a hose and a power source
- **Covers and Cover Lifters:** To protect the health and safety of our technicians a hot tub's cover/lifter must be liftable. Water-logged covers and broken or damaged lifters may result in service being skipped at the technician's discretion. Homeowners will then be contacted about the problem. If the problem is not resolved in a timely manner service may be paused until the issue is adequately dealt with.
- **Monthly Billing Variability:** Billing may vary based on: replacement parts, extra requested services or repairs, and requested premium chemicals (such as Frog cartridges)
- **Additional services:** While 2 complementary Drain, Clean and Fill services are included each year, the water quality may require additional DCF's to be done. The rate for additional DCF's, as well as requested Summerize and Winterize services, is a surcharge of \$50
- **Monthly Invoice:** An invoice will be generated at the beginning of each month for the previous month's service, and emailed to our customers. Payment is due within 15 days. After 15 days, a 1.5% late fee may be charged for each month. We reserve the right to discontinue service at any time for non-payment.
- **Blocked access:** If our technician is unable to access your hot tub through no fault of their own we will try to reschedule your service but we cannot guarantee that it will happen. Upon resumption of service the hot tub may require an additional Drain, Clean & Fill service to be added to the next invoice. Please note that a skipped service will NOT reduce the monthly service rate on the next invoice.
- **Repair needs:** If our technician diagnoses a problem with your hot tub, we will contact you with options. Small item repairs (such as a jet or a pillow) can be replaced for the cost of the part only. For larger repairs an additional labor rate may be applied. Our rate for repairs is \$125 per hour.
- **We're Not Liable For:** damages caused by freezing temperatures, electrical surges, negligence, manufacturer obsolescence, acts of God, or zombie apocalypse.

### SIGN & GO!

I agree to the terms.

Customer: \_\_\_\_\_ Date \_\_\_\_\_

*Return this page to Office. A copy will be emailed. Hard copies available upon request.*