



Residential Weekly Service Agreement

Name _____ Home Phone _____

Address _____ email _____

Phone 1 _____ Phone 2 _____

Service Instructions & Notes (Gate codes, etc.):

Billing Address: (if different from Service Address) _____

Payment Terms (select one):

- Online Bill-Pay** Through your bank
- Auto-Charge** Please charge my service to a credit card on the 1st of each month and any repairs upon completion. (An Auto-Charge form will be mailed or faxed to you or can be downloaded from <http://poolkingsaz.com/forms>.)
- Auto-Debit** Please draft my service from my bank account on the 1st of each month and any repairs upon completion. (An Auto-Debit form will be mailed or faxed to you or can be downloaded from <http://poolkingsaz.com/forms>.)

E-billing (select one):

No Personal Checks Accepted

I would like all invoices and statements sent via e-mail U.S. Mail (\$1.00 additional charge per month.)

We hereby propose to provide weekly pool service at the above address for \$ _____ per month. Applicable sales tax will be added. The following is included in the weekly service:

1. Test and adjust the water chemistry for chlorine, ph, (total alkalinity, calcium hardness, stabilizer, and salt if applicable).
2. Empty traps and skimmers, backwash filter as needed
3. Brush tile, walls, steps as needed. (Calcium removal from tile is additional.)
4. Add water to the pool while on site. Water will be added as a courtesy. (See #2 below for additional details.)
5. Leave a note after each visit detailing work done and problems noted.

The following terms and conditions apply to the service:

1. **Safety Issues:** The homeowner/resident is responsible to maintain code compliance with the city on issues such as fencing and gates, backwash/waste lines and all other applicable safety issues.
2. **Water Level:** If water is needed, we will add water while on site and will turn it off when we leave. It is the homeowner's responsibility to maintain proper water levels.
3. **Chemicals:** All basic chemicals are included and stored on our vehicles. All other chemicals such as algacides, phosphate removers, shock, Calcium hardness, stabilizers and salt. Will be charged extra and will be invoiced separately.
4. **Payment Terms:** Service is billed at the beginning of the month for that current service month and must be paid by the 15th of the same month to insure uninterrupted service. Repairs are billed when completed and are due within 15 days of the completion date. You can also pay using all major credit cards or by bank draft. Unpaid bills will result in suspension or cancellation of service. All past due invoices are subject to a late fee.
5. **On Rainy Days:** Only a chemical service and emptying of baskets will be performed. (No refunds will be given for this type of service.)
6. **Termination:** Service may be terminated at will by either party with no advance notice. However, service is billed at an annualized price. If you need service for summer months only, your billing may increase.
7. **Pets:** The homeowner/resident is responsible to contain and restrain their pets.
8. **Additional Cleanup Charges:** In the event that the pool is unusually dirty at time service is started or in the event that the pool receives excessive debris and or dirt load due to homeowner/resident, landscaping or poor draining, there will be an additional charge of \$80.00 per hour for each hour over the normal time. Any extra visits requested by the homeowner/resident are a minimum \$45 charge.
9. **Customer Satisfaction:** Our goal is your complete satisfaction. In the event that a job is not satisfactorily completed, it is the customer's responsibility to notify Pool Kings within 7 days, (preferably sooner), so that we can look into the matter and resolve it quickly.
10. **Repairs:** We are happy to perform all repairs and remodeling. Call us for a free quote. Our labor charge to dispatch a technician to your pool for repairs is \$95 per hour. For our weekly cleaning services customers, there is no charge for troubleshooting prior to repair. Any repairs over \$500 require 50% deposit before work can begin.
11. **All Cleaning Systems:** Need to be kept in good operating order. **Sand filter media** should be changed every 5 years. **D.E. Filters** should be broken down and cleaned every 6 months. **Cartridge Filters** should be broken down and cleaned every 3 months. Pool Kings will provide **D.E. filter** and **cartridge filter** cleans for our weekly service customers at a discounted rate.
12. Under the terms of this agreement, Pool Kings will not be held responsible for any staining of plaster. Since plaster is composed of natural materials, a certain amount of shading, staining and color variation is to be expected. Different forms of staining occur in all pools and with proper chemistry can be held to a minimum.
13. Any repairs under \$100 will be done as a matter of routine maintenance. Any amount over that will be approved by the customer. Repairs done will be billed separately and are due upon receipt of an invoice.
14. Pool Kings reserves the right to skip up to four (4) weeks of service per year, not to exceed one (1) week per month and four (4) weeks a year. (Due to vacations, Holidays and/or sick days of our technicians.)

Respectfully submitted by **Pool Kings:** Date _____ Signature _____

The above prices and specifications are satisfactory and are hereby accepted. I hereby authorize you to do the work and agree to pay according to the terms outlined in this agreement. ALL PRICES ARE SUBJECT TO CHANGE.

Date _____ Customer Signature _____