

Fall 2017

Dear Customer,

Please read the following information. This should answer many of your questions and help your closing go more smoothly. Let us know if we can clarify anything for you.

VACUUMING IS NOT INCLUDED as part of the closing. It is recommended that you remove leaves and vacuum your pool prior to our arrival.

Prior to your closing, we recommend:

- You test and completely balance your pool water a few days before the closing.
- We offer a closing chemical package for purchase sufficient for your pool that we can add at closing. If you plan to use a closing “chemical kit” **PURCHASED ELSEWHERE**, follow the instructions and add the chemicals **PRIOR** to the day of your closing, because some chemicals need time to filter and dissolve. We **DO NOT add chemicals purchased elsewhere.**
- Leave all supplies and equipment accessible and unlocked. If we cannot locate parts, new items will be supplied and the cost added to the bill.
- We strongly recommend that you DO NOT use cinderblocks, rocks, bricks, logs or any other item to hold down your cover except waterbags. **We WILL NOT be responsible for any of these items falling or being pulled into your pool at any time during the closing process, over the winter, or during the opening next spring.**
- Please call the office to make payment arrangements for payment at (732) 607-1700 if you did not already do so when you made the appointment. **All services are C.O.D; no exceptions.**

FOR THE POOL CLOSING SERVICE, HOMETOWN POOLS WILL:

- Backwash the filter and lower the water level **if needed.**
- Add closing chemicals, **if purchased from Hometown Pools.**
- Remove all return fittings and skimmer baskets.
- Blow out water from plumbing lines and plug lines if applicable.
- Winterize filter, pump and heater and leave drain plugs & pressure gauge(s) stored in pump basket.
- Remove all ladders and handrails if present. **Diving boards are removed upon special request only.**
- Install cover, fill and install water bags if applicable.

PRICING, 6.875% state tax extra:

Any Above Ground Pool	\$255.00
If AG entry system present and must be removed	Add \$70.00
In Ground Pool	\$255.00
IG pool with connected spa or standard water feature	\$280.00
IG pool with extensive water features	\$350.00 and up
Each additional pump needed to be blown out	Add \$25.00
Paramount in floor cleaning system	Add \$25.00
Vanquish cleaning system	Add \$45.00
Solar panels	Add \$25.00
Install a 2 nd cover	Add \$40.00

Closing chemical packages, 6.875% state tax extra:

Standard package (6lbs stabilized soluble shock and 1 gallon algaecide)	\$45.00
Double package	\$85.00
Mesh cover closing kit, includes floating winter tablets	\$79.95

REMINDER: Your pool needs attention during the winter months! Please look at your covers, equipment, cover pumps, etc., every few weeks to prevent problems before they arise.

NOTE to ABOVE GROUND POOL OWNERS: "Air pillows" are designed to compensate for ice in the pool. They are intended to absorb the ice expansion under your pool cover, so that the ice destroys the pillow and not the liner or pool itself. As the ice expands, it is expected to cut into, and likely puncture, the air pillow. The air pillow is essentially intended to break. PLEASE keep the water pumped off the cover as best you can.

HOMETOWN POOL SUPPLY IS NOT RESPONSIBLE FOR: Covers falling in, water bags or air pillows that deflate, springs, straps or cables that break, or the condition of your pool water at the time of closing or at the opening in the spring. Many of these conditions are due to excessive water on the cover or weather conditions, and cannot be controlled by Hometown Pool Supply.

PAYMENT POLICY

- **All payments are due at the time of closing. If you will NOT be home, please make payment arrangements prior to your closing by providing a credit card to the service staff at 732-607-1700.**
- We accept cash, check, MasterCard, Visa or Discover on the day of service or you may supply us with a credit card number over the phone prior to day of service.

YOUR CONFIRMED CLOSING DATE IS: _____

The **ESTIMATED** price for your closing is _____, including tax. **This price is based on current information. If upon arrival, the pool specifications differ, the price will be adjusted accordingly.**

PLUS ANY OTHER PRODUCTS OR SERVICES REQUIRED.

6.6875% SALES TAX IS ADDED TO ALL INVOICES.

Your pool closing appointment is set at the time you call for the appointment. We offer a courtesy call 1 day ahead to give you an approximate time for our arrival, however no courtesy call is required as this letter serves as confirmation of your appointment. **All arrival times are approximate, and may vary by as much as 2 to 3 HOURS earlier or later.** We attempt to be as accurate as possible based on our service schedule, but as there are uncontrollable variations in any service industry, we cannot guarantee arrival times.

There is a \$40.00 cancellation fee if we arrive at your home and no one is home without previous arrangements or your yard is inaccessible.

If you have any questions, or need to arrange for any extra services, please call us at (732) 607-1700. Thank you for choosing Hometown Pool Supply Co. for your swimming pool needs.