

Dear customer,

Please read all of the following information. This should answer many of your questions and help your opening go more smoothly. **There are things you need to prepare and potential additional costs.**

Our pool opening service **includes:**

- Removal of winter cover.
- **BROOM** off and fold cover. Empty and roll up water bags*.
- Removal of all winter plugs.
- Reassemble filtration system: basic re-assembly only. If your grid or cartridges have been previously removed, there is an additional **\$100.00 labor fee** plus the cost of new O-rings.
- Inspect filtration system and pool for any damage.
- **Start pool and light heater***. If the gas has been shut off and locked out by the gas company, the customer must arrange to open and unlock the gas before we arrive. If the gas is not accessible upon our arrival, you may have the gas company fire up and start your heater, or you can have us back at the return trip charge fee of \$100. If the heater does not fire up and needs service, the rate is the current hourly labor charge plus parts. The same applies for a propane heater; please make sure the tanks are full before our arrival.
- Install ladder(s) and diving board*
- Add our chemicals if purchased separately. **If you are supplying your own chemicals, you may add them after we leave. We can no longer add any chemicals unless they originate from us.**
- Up to 30 minutes of cover drain time.

*If applicable

Before Hometown arrives, the customer is expected to:

- 1. Drain the top of the pool cover as much as possible**
- 2. Fill the pool to operating level under the cover (half-way up the skimmer)**
- 3. Make sure the power is ON**
- 4. Leave access to supplies and equipment**
- 5. Make arrangements for payment. We will not provide services without payment.**

- **After the included 30 minutes of cover drain time, there is a minimum automatic charge of \$100.00 for pump time up to an additional 30 minutes, and \$100.00 every 30 minutes thereafter.** If **YOU** drain off your cover as much as possible with your own cover pump, we will be able to finish draining your cover within the standard time. If you cannot drain your cover and have excessive water on the cover, please inform us ahead of time so that we may properly schedule the time, and possibly drain your cover prior to your opening. Failure to alert us of the need for extra pump time may require us to reschedule your opening due to our scheduling constraints. **(Take care that there are no holes in your winter cover that would have you drain your pool as you drain your cover).**
- If the pool was drained down or has lost some water over the winter, please refill your pool to the PROPER operating level (usually half-way up the wall skimmer). **If a return trip is required to start your pool, there will be an additional charge of \$100.00.**
- If you will not be home during your opening, please leave everything for the pool outside or in an UNLOCKED shed. If we cannot locate the parts for reassembling the filtration area, we will supply new ones and add the cost to your bill. Also, please make sure the POWER is on for the filtration system and any related outlets.

2018 FEE SCHEDULE

Above ground pool.....	\$ 255.00
Above ground entry step system, anything other than a ladder.....	Add \$ 100.00
In ground pool	\$ 255.00
In ground pool with an attached spa or waterfall.....	\$ 285.00
In ground pool with an attached spa AND a waterfall.....	\$ 335.00
Any In ground pool over 800 Sq. Ft with any of the above features.....	STARTING AT \$ 385.00
In ground pool with multiple filtration units.....	Add \$ 40.00 for each to above
Additional covers (not including leaf net).....	\$ 50.00 each

If your pool does not fit any of the above descriptions, or has extensive equipment or landscaping, please call for a quote. We reserve the right to adjust pricing before beginning your service if your pool is not what you stated on the phone

Startup chemicals, includes 6lbs of a stable shock and 1 qt. of Poly 30 algaecide\$ 45.00
(These are not balancing chemicals).

We recommend that you wait 24 hours before you begin balancing your water. The water needs to be fully circulated at least twice to get a good mix and an accurate reading. Water that has been sitting for 5 to 7 months will give inaccurate test results if read immediately after opening. You are welcome to bring your water in to our stores for a FREE water test. If you typically purchase your chemicals elsewhere, please have them test your water - most testing systems are set up to properly dose the chemicals that are being sold at that location.

PAYMENT POLICY:

- **ALL payments are due at the time of opening.** If you will NOT be home, please make prior payment arrangements with our office.
- We accept check, cash, MasterCard, Visa or Discover upon completion of this service. If you will not be home, you may supply us with a credit card number over the phone prior to our arrival.
- **If pool water level is too low to start up pool, we will leave the pool ready-to-go. Payment is due in full on the date of service. If you would like us to return for a second trip to physically start the pool, a second charge is due at the time of start-up. PLEASE fill your pool prior to our arrival.**

POOL VACUUM SERVICE:

POOL VACUUMING IS NOT INCLUDED WITH YOUR POOL OPENING.

One-time vacuuming scheduled separately from your opening date is available starting at \$110.00 for up to 1 hour and \$95.00 for each additional hour. **This service is not available in May.**

You may sign a weekly maintenance contract (6-week minimum) the rate starts at \$80.00. Request a copy of the required contract when you make your appointment.

- If the pool is full of algae or debris, vacuum rates are higher and may require several trips.
- Any chemicals needed are an additional charge.

YOUR CONFIRMED OPENING DATE IS: _____.

We offer a courtesy call one day ahead to give you an APPROXIMATE time for our arrival.

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. With the variables in any service industry, we cannot guarantee arrival times.

There is a \$50.00 CANCELLATION FEE if we arrive at your home and no one is home without previous arrangement, or if your yard is inaccessible. Your appointment is set at the time you make the appointment. No courtesy call is required as confirmation of your appointment.

THE ESTIMATED OPENING COST IS _____. This includes N.J sales tax.

***The above cost does not include any parts or supplies you may need or request at the time of service**

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

Sincerely,

Hometown Pools

OPENING LETTER ADDENDUM

VERY IMPORTANT INFORMATION THAT YOU WILL MISS IF YOU DO NOT READ THE ACCOMPANYING LETTER:

1. YOUR **POOL MUST BE FILLED** TO OPERATING LEVEL PRIOR TO OUR ARRIVAL. THIS CAN BE ACCOMPLISHED BY PUTTING A GARDEN HOSE UNDER THE COVER. IF THE POOL IS NOT FULL UPON ARRIVAL, WE WILL DO EVERYTHING POSSIBLE TO HAVE THE POOL READY, BUT IF WE CAN NOT START THE SYSTEM DUE TO THE WATER LEVEL AND YOU REQUIRE US TO COME BACK, **THERE WILL BE A SERVICE CHARGE OF \$100.00 FOR THE RETURN TRIP.** THIS FEE WILL ALSO BE INCURRED IF WE NEED TO RETURN TO ADDRESS ANY DRIPS THAT COULD HAVE BEEN HANDLED IF THE POOL WAS FULL BUT WE COULD NOT DETECT WITH THE WATER LEVEL LOW.
2. THE **POOL COVER MUST BE DRAINED** AS MUCH AS POSSIBLE PRIOR TO OUR ARRIVAL. IF THIS IS NOT DONE, THERE WILL BE ADDITIONAL LABOR CHARGES AS SPELLED OUT IN THE OPENING LETTER.
3. WE WILL **ATTEMPT TO FIRE UP THE POOL HEATER** IF PRESENT. IF THE HEATER DOES NOT FIRE DUE TO ELECTRICAL FAILURE, CLOGGED ORIFICES, CONTROL FAILURES OR GAS FLOW ISSUES, AN ADDITIONAL SERVICE CALL WILL BE REQUIRED. **ALL HEATER REPAIRS ARE NOT INCLUDED IN THE POOL OPENING** AND AS THIS ITEM IS THE *LARGEST SINGLE BTU ITEM ON YOUR PROPERTY, IT MUST BE SERVICED BY A TRAINED TECHNICIAN. PLEASE KEEP IN MIND THESE ITEMS MIX ELECTRICITY, WATER AND GAS AND CANNOT BE SERVICED BY GENERAL CREW MEMBERS, A HANDYMAN OR YOUR NEIGHBOR.*
4. **ALL ITEMS FOR THE OPENING MUST BE ACCESSIBLE.** WE WILL NOT EMPTY THE SHED OR GARAGE TO GET TO YOUR PARTS OR EQUIPMENT. IF ITEMS ARE NOT READILY AVAILABLE, THEY WILL BE REPLACED AND ADDED TO THE FINAL BILL.

PLEASE READ THE REST OF THE LETTER AS THERE IS A LOT OF INFORMATION THAT WILL ANSWER MANY QUESTIONS THAT YOU MAY HAVE AND MAKE THE POOL OPENING GO AS SMOOTHLY AS POSSIBLE.

THANK YOU,

THE ENTIRE STAFF AT HOMETOWN POOLS