



Service Terms

(updated January 2021)

Thank you for choosing GL Pools! Integrity is important to us and we want to provide the best service possible. Below you will find information important to your regular services. Please review at your convenience, as it includes information on policies important to our service.

Pricing

Routine service pricing will be agreed upon prior to service commencing and communicated by a GL Pools team member.

Additional Pricing

In order to ensure uninterrupted water quality, occasionally minor repairs must be made in a timely manner. If the total cost is \$85 or less, these repairs will be made without prior consent to most efficiently repair your pool. When repairs totaling over \$85 are needed, GL Pools will contact each client for prior approval.

- Filter Cleaning - \$130 (\$100 for single cartridge filters)
 - We clean filters twice annually, or as needed.
- Above ground or stand alone spa drainings (no pool)
 - Price is based on size and location of the spa.
 - We perform spa drain service twice annually, or as needed. This includes draining, cleaning the filter, and refilling and balancing of the spa.
- Algaecide + mineralizer - \$55
 - Annually in May, we add a mineralizer purifier and catalyst (Blueray XL). This product helps to prevent algae blooms and better ensure water quality through the hot summer months when bather load and use may be elevated.
- Rental Cleaner (if applicable): \$10/mo + \$100 installation fee
 - Additional charges apply if a VacMate or leaf canister are requested.
 - GL Pools maintains cleaner and performs repairs with the exception of premature failure of unit or hoses due to negligence, misuse, or damage.

Late Payment Policy

Our payment schedule is as follows:

- Invoices are generated and sent on the first of every month for the current month.
- Invoices are due by the 30th day from the date of the invoice.
- If a payment is over 30 days past due, a late fee of 5% is applied. *Invoices 60 or more days past due may result in service cancellation or suspension. In this case, service will resume upon balance payment. Additional charges may apply to return the pool to swimmable condition.

Enrolling in autopay is a great way to create a seamless invoicing process and also avoid potential past due payments. Cards set up on autopay are charged the day the invoice is generated. You can sign up by giving us a call, or use the "pay by credit card" link on your emailed invoice and check the "save card" box.

Seasonal Service

Customers who request seasonal service will be switched automatically to the Chem Service Plus program from November 1 to April 30, as well as full weekly service from May 1 to October 31.

Rainy Day Policy

The minimum service provided on rainy days includes basket and chemical service. A more complete service will be provided weather permitting. Following storms, vandalism, or excessive landscape work where the pool receives an unusual amount of debris, we do not guarantee pools to be returned to normal conditions the first service visit, as additional cleaning may be needed over time. If you require your pool to have a 100% recovery following such an event, please notify us before your service visit so we can assess a potential surcharge and schedule the extra time necessary.

Service Policy

GL Pools does not provide credits for missed service days if we are unable to gain access to your property due instances out of our control (e.g., locked gates, animal incidence).

Vacation Policy

Maintaining your pool throughout the year is important to us. We have four "off season" weeks when your pool will not be serviced. These weeks include Thanksgiving week, Christmas week, and two flexible weeks to be determined by GL Pools. Notices will be provided prior to the flexible weeks off and your pool will be properly treated to maintain chemistry during these off

weeks. No service will be provided during this time and monthly service bills will not be discounted. We avoid taking service days off during the warmer swimming months (May to September).

If your spa or pool will be used during a vacation week or holiday, please be sure to check functionality of equipment one week prior as we will have limited availability for repairs and access to parts due to supply store closures. Please contact us in case of an emergency and we will help arrange or schedule a repair as soon as possible.

Water Level

GL Pools does not maintain water level. This must be managed by the client.

Services We Provide

- Equipment repairs and installation:
 - Heaters
 - Salt Cells
 - Pumps
- Filters
- Valves
- Control Systems
- Auto-Fill
- Lights
- Plumbing
- Electrical
- Deck O Seal

At GL Pools, we want to be your one stop shop for your pool needs and desires. We have a C61 contractor’s license that enables us to provide any above ground repairs, upgrades, or services to your pool or spa. Please contact us if you have any plans or questions regarding your pool equipment. If we are unable to perform the task we will be able to refer an experienced and trusted associate.

Photography

GL Pools has the opportunity to photograph all customers’ pools for use in employee training and marketing use, only when a pool is not personally identifiable to a customer, as customer privacy is important to GL Pools.

Signature: _____

Date: _____

By signing this document, I acknowledge that I have read and accept these terms.

Meet the Team

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