

GL POOLS

REPAIR | INSTALLATION | SERVICE

Client Service Agreement

(updated January 2024)

Thank you for choosing GL Pools! We value integrity and transparency, and provide these terms as a mutual agreement on services provided and offered. Please review as these policies may impact your service.

GL Pools Team

GL Pools service technicians are well-trained in providing maintenance to your pool. A supervisor is assigned to work in collaboration with every service technician to ensure the safety and quality of service. Our customer service staff are available Monday through Friday 8am to 5pm to assist you. An on-call specialist is available every weekend and on holidays for pool emergencies. All employees go through a background check and two months of training prior to handling any duty. In addition to this initial training, our entire team holds daily meetings and routine advanced training to ensure the highest quality of services and uniformity are provided by GL Pools. Click [here](#) to learn more about our amazing team!

Service Plans

Essential WEEKLY CHEMS + 1 MONTHLY CLEANING	Premium COMPLETE WEEKLY SERVICE MOST POPULAR	Elite CUSTOMIZED POOL MAINTENANCE
One monthly detailed cleaning	Weekly detailed cleaning	Premium service plus the following:
Test & balance chemistry weekly	Test & balance chemistry weekly	Enhanced inspections & maintenance
Empty baskets weekly	Empty baskets weekly	Free diagnostic visits
Log filter pressure	Log filter pressure	Priority repairs
Inspect & monitor equipment	Inspect & monitor equipment	Concierge service
E-mail weekly service report w/ photos	E-mail weekly service report w/ photos	*Contact us to build your custom plan
REQUEST QUOTE	REQUEST QUOTE	REQUEST QUOTE

The **Essential Plan requires the client to own/rent a pool cleaner that remains in the pool.*

Seasonal Service

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Clients who sign up for our **Seasonal Plan** will be switched automatically to the **Essential Plan** from November 1 to April 30, and the **Premium Plan** from May 1 to October 31.

Referral Program

If you refer a friend or family member and they mention your name, you will both receive a free month of service when they complete the sign-up and onboarding process.

Scheduling

For your peace of mind, our team will do its best to maintain the same weekly scheduled day and time for your service. Please keep in mind that we occasionally update our routes to reorganize and include new customers and this may result in a change of your regular service day. All customers affected by these changes will be contacted immediately. Please remember your scheduled service day and be sure to provide your tech necessary entry. If you need a general time frame or specific day of service, please contact our office.

Please provide us with all codes and keys, so that we can ensure access for our technicians and please be sure to keep us updated if these change. If an emergency occurs and GL Pools cannot service the pool on the regularly scheduled day, you will be immediately notified and your service will be rescheduled to take place as soon as possible. If your regular service day falls on a holiday, either an abbreviated service will be completed on the holiday or full service will be completed post-holiday of the same week.

Additional Pricing

Service plan pricing will be communicated and agreed upon prior to start date. Pricing is subject to change over time. Any changes to a monthly service plan price will be communicated in writing, email, or on invoices at least 30 days prior to any changes made to the invoice.

- **Minor Repairs** - \$100
 - In order to ensure uninterrupted water quality, occasionally minor repairs must be made in a timely manner. If the total cost is \$100 or less, these repairs will be made without prior consent to most efficiently repair your pool. These include installation or replacements of: skimmer baskets, pump baskets, tab floaters, pool sweep/cleaner repairs, extension hoses, etc.
 - When repairs totaling over \$100 are needed, GL Pools will contact each client for prior authorization.
 - If you would like to be notified before we proceed with ANY repairs, or extra charges, please be sure to contact us and include this request in writing.
- **Filter Cleanings** - \$135 per filter (\$105 for single cartridge filters)* *The standard filter cleaning schedule is Quarterly. Clients with a pre-existing filter cleaning schedule will remain the same.*
 - **Quarterly** - For maximum efficiency of the system we recommend quarterly filter cleaning. For heavy use/heavy debris pools, quarterly filter cleaning will be a requirement to ensure water

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quality and swimmer safety.

- Pools with a salt cell are required to be on the quarterly schedule for filter cleanings. Quarterly filter cleanings include a complementary salt cell cleaning if applicable.
- **Custom** - Custom filter cleaning schedules may be requested or assessed as needed.

**Service clients receive a discount on filter cleanings from our normal rate of \$150.*

- **Salt Cell Cleanings**

- Salt cell cleanings for clients on a quarterly filter cleaning schedule will be performed at no additional cost.
- Salt cell cleanings for clients not on a quarterly filter cleaning schedule will cost \$50.
- Standalone salt cell cleanings will cost \$85.

- **Above ground or stand alone spa drains (no pool)**

- Price is based on size and location of the spa.
- We perform spa drain service twice annually, or more frequently as needed. This includes draining, cleaning the filter, and refilling and balancing of the spa.

- **Algaecides & Mineralizers (Added as needed)**

- In order to mitigate and prevent algae blooms and improve water quality through the hot summer months when bather load and use may be elevated, GL Pools may add a mineralizer purifier and catalyst. The cost of these products will be dependent on current market value, pool volume, and type of equipment.
 - For the majority of our clients, GL Pools will use a product called Blueray XL, and the cost in 2023 ranged from **\$60-\$75**, depending on pool volume.
 - For clients with Jandy Fusion systems, GL Pools will use Jandy's proprietary mineral cartridge replacements, and the cost in 2023 ranged from **\$195-\$240**, depending on pool volume.

- **Additional Chemicals**

- For salt pools, salt will be added as needed to maintain proper levels. Cost will be determined by current market pricing. **(Dec. 2023 cost: \$14/bag)**
- Any additional chemicals that are needed will be communicated with the client on a case by case basis.
- Due to safety and liability concerns, GL Pools will not leave chemicals on site for our residential clients to add themselves.

- **Rental Cleaner**

- GL Pools is glad to provide rental cleaners to our clients for only \$20/month. This price will include the cleaner itself, the hose lengths necessary to span your pool, and a leaf canister and

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a hole in one skimmer basket if necessary. We commit to maintaining and replacing all rented parts as needed within the confines of normal wear and tear. "Normal wear and tear" does not include:

- Damage due to client negligence or mistreatment.
- Damage from animals.
- Damage from improperly removing or storing the rental cleaner.
 - The cleaner should never be removed from the pool while still attached to the hoses with the pump running. This can cause serious damage to the pump that GL Pools is not responsible for.
 - If the cleaner is ever removed from the pool, the following process should be followed:
 - Remove the hose length from the wall port or skimmer
 - Detach each individual hose length from each other and from the cleaner and lay straight in a shaded area or storage container. Cleaner hose lengths should not be bent or coiled when stored.
- Damage from unforeseen acts of nature.
- Any damage outside of normal wear and tear will be repaired at cost plus 10%.
- Additional Disclaimers:
 - Rental cleaners will come with up to 10 standard hose lengths. Any additional hose lengths needed to span the length of the pool during installation will be a one-time charge at current market price. **(2023 cost: \$15-\$31 per hose length, depending on color, brand, and hose type)**
 - If necessary, leaf canisters will be rented at an additional \$5/mo
 - Rented equipment is the property of GL Pools and cannot be purchased at a later date for a discount.
 - If weekly service is discontinued, all rented equipment will be promptly returned to GL Pools or arrangements will be made for GL Pools to gain access to property to remove.
 - If the rented equipment is not returned upon discontinuation of service and no accommodations are made for it to be picked up, GL Pools reserves the right to charge the client for the full value of all rented equipment.
- **Unique Scheduled Maintenance** (if applicable):
 - Pool/Spa acid washes (Pricing Varies)
 - Chemical Feed System tubing replacements (Pricing Varies)
- **Repairs/Service Calls** - Billed at a rate of \$150/hour. Emergency may be billed at a higher rate, depending on availability and scheduling demands.

Please note that cancellation without 24 hours prior notice of any repair or routine maintenance service will incur a \$50 cancellation fee.

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Saltwater Pool/Spa Care & Maintenance

Pools and spas with salt cell chlorine generators tend to have pH that rises very quickly. Because of this, we *highly* recommend installing an acid feed or chemical automation system to help maintain the pH at the proper levels and avoid scaling. GL pools will not be responsible for scaling or calcium carbonate build up on pools. For more information about this, please reference this excerpt from [Orenda](#), a trusted resource in the industry:

"Salt systems are actually chlorine generators, using a process called electrolysis. Electrolysis happens by sending electricity through saltwater (sodium chloride, or NaCl), which interacts with the chloride ion in the salt. This creates chlorine in the water, and a very high-pH byproduct called sodium Hydroxide. The now-chlorinated water flows into the pool, and voila! You have a chlorine pool that tastes like saltwater.

[Scale deposits](#) are prevalent in saltwater, though it is easy to confuse dried-up salt for scale. The wet/dry effect looks very similar to carbonate scale. It's not just in pools either...just look at a dock on the ocean, or any other body of saltwater. Look at the white film on boats, etc. Mineral scale in saltwater happens most commonly inside the chlorine generator itself, primarily on the metal cathodes. From there, it just spreads. To be fair, scale happens in regularly chlorinated pools too—but salt systems raise the pH, (requires more acid to offset than a traditional chlorine-treated pool) which allows for more scale (specifically calcium carbonate scale). With scale comes more pressure in the pipes, and more need for routine maintenance to keep the system clean and efficient."

Pool Surfaces

It is normal to notice imperfections in the pool finish, and GL Pools will not be held responsible for any pool surface imperfections resulting from normal aging, wear, and tear. This includes (but is not limited to) delamination, cracking, and discoloration.

Billing Cycle

All recurring service invoices are generated on the 1st of every month for services provided during the current month. Filter cleanings, additional routine scheduled maintenance, parts, and any client approved repairs or installations are invoiced upon completion.

Payment Terms

All invoices are due within 30 days of the date on the invoice. If any invoice is 30 days past due, a late fee of 5% fee will be applied for every consecutive 30 day period of non payment . It is not GL Pools policy to waive late fees. We offer and strongly suggest the utilization of our autopay program via ACH, credit card, and debit card. Over 80% of our clients currently take advantage of this feature. There are a few payment schedules you can select from to pay the balance on all open invoices and prevent any late penalties. GL Pools charges \$35 for any returned checks to cover bank fees.

Party Service

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Please contact us to rearrange your weekly service visit to a different day of the week prior to entertaining! We offer this perk up to twice a year with a one week minimum notice.

**If perk is maxed out or less than 1 week notice is given, a fee for additional cleanings will be assessed and availability may not be guaranteed.*

Short Term/Pool Rental

I acknowledge that this pool and/or spa will be used for personal use only and not rented out to the general public on short term rental applications such as Airbnb, VRBO, or Swimply. If the client is using any of these (or similar) services, additional charges may apply.

Non-Service Weeks

GL Pools' invoices are based on a 4 week month, resulting in 48 weeks of service being invoiced through the year. Since the calendar year includes 52 weeks, 4 of these weeks are uncharged, therefore reserved by GL Pools for holiday and flexible purposes.

While subject to change, these holiday/flex weeks will generally be:

- **The weeks of Thanksgiving and Christmas**
- **The 3rd week of February and the last week of March**
 - GL Pools uses these "flex" weeks to prepare for the swim season by increasing our training, organization and preparation.

No service will be provided during these weeks and monthly service bills will not be discounted. Notices will be provided prior to both the holiday and "flex" weeks off and your pool will be properly treated to maintain chemistry during these off weeks.

If your spa or pool will be used during a holiday or flex week, 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. We are happy to accommodate our clients during these major holidays for emergency services if needed.

Holidays

With the exception of Christmas and Thanksgiving as outlined above, your pool may be serviced on an observed holiday. In the event your service falls on a holiday we may perform an abbreviated visit to limit interruptions of your yard and pool use.

Pool Covers

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GL Pools service plans do not typically include cost considerations for removing and replacing pool covers, safety nets, or solar bubble covers. To account for the additional time spent removing/replacing a cover, additional costs in the monthly service plan may be assessed. GL Pools will occasionally need to leave a cover off the pool after the addition of chemicals to allow the pool to oxidize (breathe). This creates a more comfortable environment for swimming. No additional charges are incurred for the removal/replacement of automatic pool covers. To avoid damage, safety covers with excess standing water will not be opened, and an extra fee will be applied for draining automatic covers of standing water.

Clients may opt out of cover removal/replacement costs by committing to doing the removal/replacement themselves. In these cases, cover must be fully removed prior to a service visit.

Below is an outline of cost estimates if you would like your service technician to remove your cover or safety net:

- Bubble top covers with a reel- \$5 per weekly service (additional \$20 per month for Premium Plan, \$5 per month for Essential Plan)
- Bubble top covers without a reel- \$10 per weekly visit (additional \$40 per month for Premium Plan, \$10 per month for Essential Plan)
- Safety/Security nets- \$10 per weekly visit (additional \$40 per month for Premium Plan, \$10 per month for Essential Plan)

**Please note these prices are based on average size and ease. Price may be more or less depending on size of pool, and cover or net.*

Pool Vacuum Cleaners

Automatic cleaners will be inspected to ensure proper functionality. If the device requires any repairs or maintenance, your technician will bring the device to the GL Pools repair center. If the cleaner is not working or has stopped working please report this to us and we will have it inspected during our regular services.

Water Level

Due to time constraints and liability, GL Pools does not maintain water level. This must be managed by the client. The target water level is typically halfway up the skimmer throat (or halfway up the tile if that applies). For the convenience of our clients, we may recommend and provide quotes to our clients for "autofill" systems that remove the extra step of water level management.

Additionally, heavy rain can cause a pool to overflow. Technicians will not be able to pump water out of the pool on a standard visit, but we would be happy to set up a service call (additional cost involved) to remove the excess water if needed.

Calcium Removal

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Service technicians may spend a portion of time during a routine visit attempting to remove calcium buildup on spillways and tile. Calcium hardness levels and local water conditions make it nearly impossible to keep calcium carbonate from building up on areas of the pool that frequently get wet then dry (like spillways, run offs, waterfalls). In cases of extreme buildup, GL can provide recommendations for specialty pool tile cleaning companies that have the proper equipment to remove calcium scale above the water line. GL Pools does not include heavy calcium removal within the standard service packages (*Exception*- Extra time may be provided for tile cleaning if agreed upon in a unique service agreement, such as an Elite service plan.)

Proper Pool/Spa Water Circulation (Timers & Schedules)

Client must allow the system to run for the determined amount of hours to ensure a minimum of one turnover per day (100% of pool/spa water is filtered). GL Pools technicians will check and adjust the schedules/timers as needed and as efficiently as possible. Our primary goals are to provide savings to our clients without compromising the water quality. For Summer and Winter months, depending on the size of the pool/spa, the average amount of hours the system will need to be running can vary.

External Factors

The use of pesticides, fertilizers, suntan oils, spills of cleaners or other household products added to the pool, accidentally or intentionally, can dramatically change water chemistry and cause problems. Please also be sure to notify us if there is ever a bodily accident in the pool, as this will need to be addressed immediately to reduce the risk of spreading bacteria and viruses. Lastly, please keep all surrounding trees and plants properly trimmed away from the pool. Significant amounts of external substances that affect the pool may lead to additional charges.

Water Replacement

Water replacement or rejuvenation is a routine part of pool maintenance. GL Pools will track levels in the chemistry and generate an annual report to clients who have "high risk" water quality. Total Dissolved Solids, Conditioner, Metals and Calcium can all create expensive problems to the plaster and equipment. In the event that the water is no longer safe to retain, GL Pools will recommend a drain and refill, or a Reverse Osmosis. These options will be communicated, and authorization must be obtained from the client prior to scheduling. GL Pools will not be responsible for water quality issues if water replacement is not allowed when recommended. Additional charges may apply for non-viable water.

Rainy Day/Storm & Heavy Debris

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. We will be happy to accommodate a faster recovery.

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Dogs/Outdoor Pets

We love all animals and friendly dogs especially! Please be sure to have animals put away safely on the day of your expected service if they are prone to running away, or are not friendly. The homeowner will be held responsible for dog bites and attacks. Our technician's health and safety are very important to us.

No Access

If we are unable to gain access to the pool/spa, an attempt will be made to contact the client. GL Pools does not provide credits for missed service days if we are unable to gain access to a property due instances out of our control (e.g., locked gates, animal incidence).

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.

Communication/Partnership

Our goal as your pool service is to relieve you of the stress surrounding pool ownership, Occasionally, issues may arise before, after, and in-between service visits. Listen for strange sounds, look for signs of abnormal circulation or water clarity issues, and if you notice a problem please contact us right away. Any and all suspected problems should be reported to GL Pools immediately so we may respond quickly with the proper care to your pool. GL Pools may contact you regarding your service, satisfaction with your service, billing questions, and anything related to your pool service via email, phone call or text. By accepting our service terms, you authorize GL Pools to send text messages with offers and other information related to your account. Message/data rates apply. To opt out of text messages, please contact our office at (877) 707-7665.

Emergency Support

If an emergency pool service or repair situation occurs after hours or on a weekend, please call our main phone line and follow the prompts to leave a message. This emergency line is monitored and alerts a designated GL team member of the request immediately.

Services We Provide

- Heaters
- Salt Cells
- Pumps
- Filters
- Valves
- Control Systems
- Auto-Fill
- Lights

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- Plumbing
- Electrical
- Deck O Seal
- Automation
- Chemical Feed Systems

At GL Pools, we are your one stop shop for your pool needs. 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.

Service Plan	
Monthly Service Plan Price	
Start Week	
Additional Charges or Services	

IF CHOOSING ESSENTIAL/SEASONAL PLANS - I acknowledge that, by choosing the **Essential Plan** or the **Seasonal Plan**, I will only be receiving a full-service cleaning one time per month year round (Essential) or during the winter (Seasonal), and that most visits will likely only take 5-10 minutes.