



2019 Residential Pool Maintenance Contract

Enclosed is our Pool Maintenance Program for 2019. If you wish to enroll for this season, please read over the following pages and fill out the contract. You may keep this first page for your reference. Once you have completed the form, you can either mail or fax your contract. Upon receipt of your contract, we will contact you for scheduling. If you have any questions, please contact Adam at 330-372-1725 Ext 1110 or email at abarraza@burnettpools.com

Classic Package:

Professional Water Testing & Chemical Application

In Ground \$50.00 per visit Above Ground \$40.00 per visit

Premiere Package:

Classic Package + Complete Pool Cleaning

In Ground \$70.00 per visit Above Ground \$60.00 per visit

*******Add Spa maintenance to any package for only \$20.00 more!**

***Above pricing is labor only. Chemicals and/or additional materials are billed at time of service at the standard retail price. Please be advised that we only add chemicals purchased from Burnett Pools.

Classic Package Includes:

- State of the art water analysis performed
- Water balanced per manufacturers recommendations
- Empty pump and skimmer baskets
- 12 Point pool and equipment inspection

Premiere Package Includes:

- All Classic services
- Vacuum pool bottom, brush pool floor, walls, and waterline
- Backwash sand filter, bump D.E. filter, or hose off cartridge filter as needed
- Chemically clean filter twice a season

Additional Spa Services :

- State of the art water analysis performed
- Water balanced per manufacturers recommendations
- Wipe down waterline
- Chemically clean and rotate filters monthly
- Clean and condition spa cover once a month

Conditions of Maintenance Contract

The ownership of a Swimming Pool/Spa is a source of great pride and joy. However, ownership also comes with responsibilities that must be practiced before, after and in-between maintenance visits. Please read the following carefully and agree to the terms of this contract.

Profile:

How many gallons of water your pool holds will determine your weekly rate. That number is also used to calculate the required amount of chemicals needed to balance your pool. Please provide all pool, spa, and equipment information as accurately as possible, including the type of sanitizer being used (Chlorine, Salt, Bromine). **Without an accurate profile, we at Burnett Pools Inc. cannot guarantee the quality of your pool/spa's water chemistry and situations may arise that can become costly to remedy.** Our technician will also look over all your equipment at each visit. If our technician notices an issue with your equipment, we will notify you immediately. Additional work to repair equipment will be done at our standard service rates. As a valued customer, you will receive top priority scheduling with any repairs needed.

Access:

By agreeing to this contract, you allow Burnett Pools to be present on the property where your Pool/Spa is located for any allocated time necessary to complete the tasks required for the maintenance of said Pool/Spa. As such, it is the property owner's responsibility to maintain safe and clear access to the Pool/Spa. If your Pool/Spa is in a secured area, we ask you to provide us with a key marked with your name or code necessary to get into the area. For the safety of our staff and prevention of liability, the path to and surrounding area of the Pool/Spa must be clear of obstacles (Toys, Furniture, Yard Equipment, etc.) and pets prior to the arrival of our maintenance technician. Solar Covers, Inflatable toys or furniture shall be removed from the Pool prior to the arrival of our maintenance technician. **The technician reserves the right to cancel a job for the week if there is no access (locked gate, unsafe conditions) to pool/spa at time of arrival and return the following week.** An attempt of contact will be made at the property or by phone for access prior to leaving the job.

Scheduling:

Your pool maintenance is performed on a weekly basis only. Since every Pool/Spa is unique, we cannot provide specific times of cleanings. **If more than one visit is required to clean your pool/spa after spring opening, additional charges will be assessed based on your need.** We will make every attempt to schedule additional maintenance when requested. Any additional maintenance calls will be billed at the per-visit rate at time of maintenance. We also may need to adjust our schedule as needed due to weather conditions, holidays, or unforeseen conditions. If for any reason we need to reschedule your cleaning, you will be notified. If problems arise that interfere with your pool/spa maintenance between visits or you notice a problem, please contact us at 330-372-1725 Ext 1110 as soon as possible.

Billing:

Burnett Pools requires a valid credit card to be placed on file for all services. You will be billed based on the maintenance options chosen from the table on page 1. All payments are processed on your final visit of that month. As a reminder, the cost of chemicals is not included in the weekly maintenance and chemical application pricing. Maintenance technicians only apply chemicals purchased from Burnett Pools Inc. No exceptions. Burnett Pools Inc. reserves the right to suspend or cancel maintenance for your pool/spa due to an overdue balance or non-payment. All invoices are subject to late fees after every 30 days of an overdue balance.

We ask that you maintain proper water levels in between visits. Evaporation and swimmer water splash out are the most common reasons you need to add water. The water level should be at the middle of the skimmer for us to vacuum or maintain your pool/spa.

It is not recommended to allow children or pets to swim within 12 hours of any chemical application.

Please be advised that it is the customer's responsibility to maintain their pool/spa between our visits. This is necessary due to events such as rain storms, large swimming loads, algae contamination, high winds, or excessive heat. If requested, we can provide additional maintenance at an additional charge and on a time available basis.

Burnett Pools Inc. is not responsible for any grass, leaves, rocks, wind, or weather conditions that may cause debris in the pool/spa after we have maintained it.

Please send correspondence to:

Burnett Pools, Inc.
Attn: Maintenance Dept.
2498 Elm Road Ext.
Cortland, Ohio 44410
Fax 330-372-1723

2019 Maintenance Contract

Billing and Payment Information: (Please print clearly)

Name: _____
Address: _____
City: _____ State: _____ Zip: _____
Home number: _____ Cell number: _____
Email Address: _____

Pool Information: (provide as much as possible)

In Ground: _____ Above Ground: _____ Spa: _____
Gallons: _____ Pool size: _____ Brand: _____
Concrete Bottom: _____ Vinyl liner: _____
Filter make and model: _____
Pump make and model: _____
Heater/Heat Pump make and model: _____
Other major equipment make and model: _____
Type of chemicals used: (check all that apply)
Chlorine: _____ Bromine: _____ Salt Generator: _____ Silk Balance (Spa): _____
Maintenance Package selection: (please check one of the following)
Classic: _____ **Premiere:** _____ +Spa: _____
Special Instructions: (Chemical storage, keys to gate, pets on property, etc.)

Select Payment Type:

Due to bookkeeping costs, a credit card is required for all maintenance customers.

Visa _____ MasterCard _____ Discover _____ American Express _____

Card number: _____ Exp. _____

****I hereby agree to the terms of this maintenance contract with Burnett Pools, Inc. and also agree to authorize payment for pool / spa maintenance with the credit card listed.**

Signature: _____ Date: _____