

We are here to help you with all your Pool Service and Remodeling needs.

We are pleased to welcome you as a new customer of Master Touch Pool Services. We feel honored that you have chosen us to fulfill your pool service needs.

Customer Terms of Service

ABOUT THIS AGREEMENT

The following pages of terms make your Terms of Service Agreement ("Agreement") for weekly pool cleaning service between you (herein referred as "Customer") and Master Touch Pool Services.

Full Service Includes Weekly:

Test water and adjust for chlorine and pH each visit.

Maintain proper water balance (alkalinity, calcium hardness, and conditioner level).

Maintain service records at pool. Visual check of pump & filter for leaks upon arrival

Check pressure gauge

Lubricate pump lid o-ring (when necessary)

Inspect and clean out pump basket & reassemble

Turn pump on & ensure it primes without any leaks

Add proper chemicals to properly sanitize & balance water

Clean out skimmer basket

Clean Tiles

Clean and inspect filter & lubricate o-rings (as needed)

Vacuuming and brushing of floor, walls, steps

Chlorine, salt (if necessary), acid, sodium bicarbonate are included as part of the service fee.

Throughout the year, additional chemicals are added such as cyanuric acid, phosphate remover, and enzymes.

Christmas week we are off

Others

If pool is leaking Master Touch Will have to charge extra chemicals. If gate is locked, we will have to re schedule for following week, including dogs outside.

Pool Water Level

The customer is responsible for the maintenance of proper water level. If water is low, the customer will be notified via email. Master Touch Pool Services technicians are instructed to not turn on customers' hose, except in cleaning of filters. Failure to maintain proper water level may result in serious damage to pool equipment. Master Touch Pool Services is not responsible for damages caused to pool or pool equipment as a result of low water levels.

Filter Replacement

Filters break down and lose their filtration ability over time which is why it is required to replace them every 8-12 months. Customers are not required to purchase the filters from Master Touch Pool Services, though doing so guarantees monthly cleaning of filter(s). Master Touch Pool Services reserves the right to advise the customer of their cleaning responsibilities if the filter is not purchased through our company.

Staining

Pool plaster is composed of natural materials. As such, shading, staining, and color variation is to be expected. Different forms of staining do occur in all pools and with proper chemistry, can be held to a minimum. Master Touch Pool Services is not responsible for occurrences of shading, staining, or color variation.

Exclusions:

The terms of this agreement do not include cleanup or pool service as the result of major weather not limited to tropical storms, hurricanes, pressure washing. Additional charges may occur for services rendered as a result of the major weather.

Additional Notes

It is the customer's responsibility to assure that all gates are operating properly. Service technician assumes no responsibility for maintaining fencing or gates at customer's property. If our technician is unable to access the pool to perform services due to the responsibility of the customer (ie. failure to add Master Touch Pool Services to security gate) customer agrees to forfeiture of service and will be charged additionally, equal to the value of one service visit.

The agreement can be canceled by either party at any time.

I agree to the terms listed above.