



Welcome and thank you for inquiring about our weekly maintenance programs. Robertson Pools, Inc. has been in business since 1985 providing comprehensive care to our customers. We have a full time, year-round staff that has been fully trained to maintain your pool to the highest standards set by the industry. You can rest easy knowing that your pool will be taken care of with accuracy and consistency.

We offer something a little different to our cleaning customers. Something no other cleaning service offers, The Robertson **Elite** Plan. Complete pool cleaning, all chemicals, filter cleaning every 6 months including equipment inspection and repair recommendations by a qualified technician, and Borate Extreme*. This comprehensive plan was developed to help our customers control and budget regular maintenance while giving your pool the best possible care. Please review the following policies and procedures and again thanks for considering Robertson Pools!

Let's Get Started! Take these steps to begin a carefree plan for your pool!

- 1) Initial Pool Cleaning - \$75.00 per hour (chemicals are additional)
- 2) Robertson 7 Step filter clean is recommended at the beginning of weekly service, this includes:
 - ✓ Disassemble filter
 - ✓ Clean and inspect all grids
 - ✓ Lubricate backwash valve and pump lid o-rings
 - ✓ Reassemble filter and recharge with DE
 - ✓ Complete visual equipment inspection and repair recommendations
 - ✓ Heater diagnostics
 - ✓ Inspect salt cell and clean if necessary

Regular Price \$140.00. Special Price **\$99.00**, if performed upon initiating service

- 3) Next step. Choose a plan!

Robertson **Classic** Plan includes:

- a) Vacuum or Leaf Master entire pool/spa
- b) Skim surface of pool/spa
- c) Brush pool/spa walls and steps
- d) Empty all baskets and poolsweep bags
- e) Test and adjust water chemistry
- f) Backwash filter once a month or as needed
- g) Notify homeowner of any necessary repairs (repairs additional cost)
- h) Homeowner is responsible for maintaining water level in pool.**

This plan starts at **\$47.50** per week. Pricing may vary depending on size of pool and surrounding area.

Robertson **Premium** Plan

Includes all of the Classic Plan, plus the 7 Step Filter Clean every six months.

The plan starts at **\$52.50** per week. Pricing may vary depending on size of pool and surrounding area.

Robertson **Elite** Plan

Includes everything in the Premium Plan, plus Borate Extreme* maintenance. **NOTE:** There will be an initial dose fee at the start of service to get the level up to 50 ppm. Once the initial dose is added, the maintenance of the dose is included in the plan.

This exclusive plan offered only by Robertson Pools starts at only **\$55.50** per week. Pricing may vary depending on size of pool and surrounding area.

*Borate Extreme is a tetra borate product that will enhance water quality and comfort to swimmers as well as help prevent algae. It removes the carbon dioxide from the water which is the main food source for algae.

What You Can Expect from Robertson

- 1) Your pool will be cleaned on the same day of the week, every week.
- 2) The specific cleaning procedure and what is done may vary from week to week as conditions dictate.
- 3) Your regular maintenance technician will bring to your attention any concerns discovered on his weekly visit. He is not a technical repair specialist and is not authorized or qualified to repair your pool.
- 4) There is no contract with this service. However, if service is interrupted or cancelled for any reason, resuming service will incur an initial cleaning charge of \$75.00 per hour and chemicals needed to balance the water.
- 5) If additional cleaning is needed due to storms, rain, wash-in, etc., additional charges will apply.
- 6) Holiday Policy

We observe six holidays per year: Memorial Day, July 4th, Labor Day, Thanksgiving, Christmas Day and New Year's Day. If your regularly scheduled cleaning day falls on one of these holidays, the pool will not be cleaned. However, at the earliest possible time, the pool's water chemistry will be tested and adjusted, baskets and pool cleaner bag emptied and filter system checked. The charges will remain the same.

7) Bi-Weekly Policy

Our cleaning services are based on an annual average of chemical usage. In the spring and summer, we add more chemicals to your pool than in the fall and winter. It is during the fall and winter that we are able to recoup the expenses of the busy season. It is for this reason that we give you a reduced rate every week. If you choose to only use our services during the spring and summer, the cost per visit will change to our one-time clean rate of \$75.00 per hour with chemicals being additional plus tax. If you have a safety cover on your pool, we will switch you to every other week, while the pool is covered for one and half times the weekly rate you pay.

What Robertson Needs From You

- 1) We will need a credit or debit card on file for recurring charges. All charges for weekly maintenance will be charged to the credit card on file the first week of the month after services have been rendered.
- 2) If you are not satisfied with the way the pool is being maintained, please call to let us know as soon as possible and we will get it corrected.
- 3) It is the homeowner's responsibility to maintain the pool at the proper water level. This is usually half way on the tile. Without the proper water level, we cannot vacuum or filter as needed to maintain your pool.
- 4) If there is any efflorescence from the natural stone or calcium build up above the water line, this is the homeowner's responsibility. While we will brush the tile line weekly, this does not eliminate the possibility of eventual buildup above the water. We can provide a separate quote for treatment or removal if you would like if the problem occurs.
- 5) At certain times of the year, it will help if the homeowner will empty the pump and skimmer baskets. This is not a requirement of service; however, it does help the pool stay cleaner between visits.
- 6) Let us know in advance of special needs, parties or other events and we will be happy to work with you.
- 7) Be aware of freezing weather. Your system must be running and circulating continuously when the air temperature is below 35 degrees.
- 8) Late Fee Policy
Payment is due the day after your last visit each month, automatically charged to your credit card on file. Your credit card will be encrypted and secured, for your protection. If your payment is declined, you have 3 business days to update your payment, after which you will be charged a \$20.00 late fee.