



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.

Weekly Cleaning & Maintenance Plans

Classic Plan – starts at \$47.50

Includes:

- Vacuum or leaf master entire pool/spa, (as needed)
- Skim surface of pool/spa, brush pool/spa walls and steps.
- Empty all baskets and pool sweep bags
- Test and adjust water chemistry
- Backwash filter once a month
- Notify homeowner of any necessary repairs (additional cost)
- First filter clean offered at a special rate of \$99.00



Elite Plan – starts at \$55.50 + initial dose of Bio-Dex Algaecide and Stain Prevention

Includes everything in the Classic Plan, plus a 7 Step filter clean every 6 months and a weekly maintenance dose of Bio-Dex Algaecide and Stain & Scale Prevention.

Chlorine Pools would get a dose of Aqua Pure Algaecide to fight off algae growth and Protect-All Supreme to help prevent stain and scale.



Salt Pools would use specially formulated Skill-It Algaecide and Salt Protect to help prevent stain and scale

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What You Can Expect from Robertson

Please initial each line next to each item showing that you have read and understood these guidelines.

_____ Your pool will be cleaned on the same day of the week, every week.

_____ The specific cleaning procedure and what is done may vary from week to week as conditions dictate.

_____ 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 or give quotes to repair (verbal or written).

_____ 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.

_____ If additional cleaning is needed due to storms, rain, wash-in, etc., additional charges will apply.

_____ 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.

_____ 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 or initial cleaning 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 1.5x the weekly rate you pay.



What Robertson Needs From You

Please initial each line next to each item showing that you have read and understood these guidelines.

_____ 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.

_____ 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.

_____ Let us know in advance of special needs, parties or other events and we will be happy to work with you.

_____ Be aware of freezing weather. Your system must be running and circulating continuously when the air temperature is below 35 degrees.

_____ 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.

_____ 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 on the second day of the month after services are rendered. We never charge in advance, only after services have been rendered.

_____ If for any reason 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.

_____ 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.

