

Pool Opening Information Sheet

John's Leisurescapes Complete Pool Openings include the following services:

- Removal, cleaning, and folding of winter cover
- Reinstalling of pool and deck equipment – diving board, ladder, handrails, return fittings, skimmer parts, etc.
- Re-assembly of pumps, filter, heater, chlorinator and plumbing
- Check for visible leaks in the pump/filter area, and tighten hose clamps as necessary
- Brush walls and floor
- Start system (if possible)
- Add opening chemicals (one shock is included, all other chemicals extra)

On your pool opening date we will set everything up and give your pump initial priming, allowing us to confirm that it is in working order. However, it is likely that your water level will be too low for us to keep the pump running because it was lowered as part of the winterizing process. Once our team leaves, it is the homeowner's responsibility to raise the water level back to its normal operating level if not already there. When the water is high enough (halfway up the skimmer faceplate), all you have to do is turn the pump back on, and you are all set!

If you have any troubles restarting the system once the water level is high enough, please contact the store so we can help assist you.

On occasion, the opening crew may encounter difficulties in getting your system started. Common issues include pumps that won't prime, seized pumps, leaks, missing equipment, or no power to the equipment pad. If this happens, our crew will leave you a note and will pass this information on to a Service Manager. A return service call can be scheduled if needed; charges may be applicable.

The following activities are NOT part of John's Leisurescapes's pool opening process:

- The team does not light any pool heaters as this is strictly forbidden under government (TSSA) regulations. Lighting heater pilot lights must be done by a licenced gas fitter or the homeowner.
- The team does not vacuum or scoop leaves. Leaves must be removed from the winter cover prior to your scheduled opening date. A charge will be billed if leaf removal is needed.
- The team does not vacuum or clean the pool as part of the opening
- The team does not normally turn on salt systems. It is recommended that water temperature be 65-70 degrees F prior to turning on a salt system, as extremely low water temperatures can shorten the life of a salt cell. Additionally, water chemistry should be tested and balanced, and salinity levels should be brought to within manufacturer specifications prior to starting the salt system. This will help to protect the cell from potential damage.

Homeowner's Responsibilities (please read carefully):

By our arrival on the day of your scheduled pool opening, please ensure the following items have been done in order to facilitate a smooth process:

- Gates to your backyard are unlocked and access to the pool area is unobstructed. If you are uncomfortable leaving the gate unlocked, please provide us with a key location or lock combination
- Please leave pathway to and around equipment area free from obstruction.
- Pets have been brought inside the house or safely secured away from the backyard area
- All necessary pool equipment is easily accessible and near the pool or in a nearby unlocked shed (return fittings, plugs, skimmer/pump baskets, salt cell, diving board, ladders, filters, etc.)
- Power must be “on” to the pump/filter area. This is especially important if the circuit breaker is located inside the house or garage. Ensure that the applicable breaker is in the “on” position, otherwise the pool cannot be opened. If we have to make an extra trip to your home to complete the start-up because the power was not on, an extra charge will apply.
- Water to an outside faucet must be on, and a hose that can reach the pool must be connected
- We will fold your winter cover and place it near the pool when we are done. It is recommended that winter covers be stored off the ground or in a covered container to protect it from rodent or insect damage.

We highly recommend having your water professionally tested at our store after a minimum of 48 hours of circulation following your start-up. Our water analysts will advise you which balancing chemicals are required to ensure clean, safe water, and/or how much salt is required to safely start your salt system.

Terms & Conditions:

- We do not guarantee damage caused by unforeseen or uncontrollable circumstances, issues that arise after the opening of the pool that are not a direct result of the opening of the pool, or damage caused to the pool or any of its components that are already in an advanced state of wear. This includes, but is not limited to frost heave, high water table, ground shift, etc.
- Fiberglass pools are prone to shifting and cracking, so please be aware that these issues could happen. If you have any shifting or cracking, we recommend contacting the pool builder. Water on tarp or lock-in covers will be drained back into pool, as that water can not be removed without the same amount being put back into the pool at the exact same time.
- We do not guarantee service carried out by the home owner or a third party.
- All quotes are sight unseen. Prices may change due to unforeseen circumstances, improper information, and onsite conditions.
- The information provided is used as a general guideline. If conditions in the yard contradict the information provided by the homeowner, then the service team will attempt to complete the service to the best of their abilities. This may alter the quoted pricing. I.E. If the “No Cover” option is selected, the service team arrives onsite, and there is a cover on the pool; the service team will remove the cover and the homeowner will be charged.
- If the service team arrives onsite, but is prevented from completing the service for any reason, extra charges will be applied. For all return visits that are related to the original service, a charge of \$85 + travel time will be applied.
- Our quote is not a binding agreement and it does not guarantee service.
- All service is COD. Credit information must be provided at the time of the booking. Credit pre-authorization is required 24hrs prior to the service.
- Additional services requested that are not included in opening procedure (listed above) are subject to additional charges and must be discussed and approved prior to arrival.

Billing Information

Upon completion of your pool opening, we will send you a detailed invoice. The charges will be automatically applied to your credit card that is on file within 2 days of the sending out the invoice. If you would like to use a different card or payment method, please contact the store on or prior to your opening date. If you have any questions or issues with the invoice, please contact the store within seven days to discuss it with the store manager.

The pool opening charge covers only the services described above. Any additional work performed beyond the scope of this opening service will be charged on a time and materials basis.

Please note: If you need to change or cancel your pool opening date, we require a minimum of 48-hours advance notice; otherwise a minimum charge will apply.

If you have any further questions about any of our services, please do not hesitate to contact us!

Phone: (705) 435-2917

Email: info@johnsleisurescapes.com

Website: www.johnsleisurescapes.com

Store Location: 496 Victoria Street East, Alliston

Thank you for your business, we look forward to serving all of your swimming pool needs.

The John's LeisureScapes Team