



Revised 7Mar2022

Welcome to the Desert Rose Pool Care family! We would like to thank you for the opportunity to earn your continued business and service your weekly pool care needs. Please fully read our welcome letter and packet as it contains important information that will allow us to best serve you.

We use an email system to keep you up to date with your weekly pool service. Upon completion of each service you will receive an email containing the time service was performed, a chemical testing and chemicals used report. All invoices are sent out to your email address on file at the beginning of each month and will be auto paid on the 1st of the month. Please note that all payments are due upon the 1st of the month but no later than the 3rd calendar day of each month. We request that all payments be made by recurring credit/debit charges. Included in this welcome packet is a Credit Authorization form, at your earliest convenience please complete this form and email directly to desertrosepoolcare@gmail.com; completing this form ensures no interruptions in weekly pool service. If other payment arrangements are necessary, please contact us directly.

Included below are the services included in our Weekly Care package:

- Turn on all equipment and test for proper functionality and operation
- Skim surface of water for debris/insects
- Full pool brushing of floor, sidewalls, and steps
- Empty pool skimmer and pump baskets
- Chemical testing and chemical level balancing
- Sand/DE Filters, all back washes included at 2-month intervals

We have additional services available to you at discounted rates, please note these services are not included in your weekly pool care package:

- Filter cleaning, this is a pre-scheduled service done every 3 or 4 months. Price is determined by pool cleaning system. Your pool technician will notify you of any necessary filter service 30 days prior for authorization.
- Pool care accessories and filter cartridge replacement. Let us worry about the replacement of hoses, baskets, and skimmers. Worry-free and direct to you pricing!
- Pool draining, this is necessary every 2 to 3 years, environmentally dependent.

We like to ask our customers for an equipment spending limit approval of \$50. This limit spending amount allows us to make quick and minor equipment repairs to your pool/spa system to keep it optimal running condition. These parts are usually items such as floats, baskets, and vacuum components. Having a pre-authorized spending limit enables us to provide a truly hassle-free experience. Receipts will always be provided and customer will be notified upon completion of service by email of repair.



Emergency Repairs:

We provide 24 hour 7 days a week emergency repair service. Please notify us immediately at 602-980-0264 if you have an emergency maintenance issue and we will be there for you. We will quickly assess the situation and work together with you for the best solution to get your pool restored.

All emergency repairs must be approved prior to ordering of parts & materials. A 50% deposit must be paid before repairs are conducted; final payment is due upon completion of repair project. A late fee of \$25 per day will be assessed after 7 days of non-payment

Payment Terms:

All payments are due on the 1st of the month and no later than the 3rd calendar day of each month. Monthly payments are run on the 1st of each month by auto-pay of debit card on file.

- All invoices past due 4 business days will be considered late and assessed a \$25 fee
- All invoices one calendar month past due will be considered in default and assessed an additional \$25/per week fee.
- Repair invoices a late fee of \$25/per day will be assessed after 3 business days of non-payment
- All payments are final, no refunds will be issues on services performed

Thank you again for joining the Desert Rose Pool Care family, it is a pleasure to serve. If you have any questions, concerns, or ideas please feel free to contact Joe directly at any time.

\$50 Repair Limit Approval

- Yes, I approve
- No, please check before any repair

Customer Name – Please Print

Customer Signature

Date

Joe Esposito
Owner, Desert Rose Pool Care
(602) 980 – 0264 Voice & Text
DesertRosePoolCare@gmail.com



Drain and/or Acid Wash Disclosure Statement and Acknowledgement

Draining/Acid Wash Treatment of a swimming pools finish is a maintenance procedure usually required periodically throughout the life of a swimming pool. However, since these procedures involve draining the swimming pool and applying chemicals to the plaster, there are certain risks involved not normally associated with day-to-day maintenance procedures and which are not within the control of the pool service person. The purpose of this statement is to provide you the customer, with additional information concerning these procedures and inform you of some of the risks involved and the typical results of such procedures.

DRAINING:

Periodic draining of swimming pool water is a common maintenance practice. It is routinely performed to remove water that has become hard or laden with excessive minerals or to perform needed repairs to a pool. Normally, removal of water from a pool does not cause a problem. However, there are a few things that can happen which you should be aware. When the water is removed, the pool may raise out of the ground, a condition often caused by hydrostatic pressure (i.e., too much moisture in the soil). Once exposed to the air, tiles may fall off the pool; plaster can shrink, expand, crack, blister, flake or pop off, etc. These problems do not normally occur and are beyond the control of the person who has drained the water. However, the possibility of these problems occurring can be reduced by not draining the pool during the rainy times of the year or leaving the pool empty for more than 48 hours during hot or dry weather before refilling. Repairs that require the draining of a pool should be expedited and the pool refilled as soon as possible.

ACID WASHING/ACID TREATMENTS

The decision to use acid procedures to remove stains and mineral buildup from a pools surface should be very carefully considered. Under most circumstances, staining or mineral buildup takes many months or years to accumulate. While acid treatments are recognized as a common procedure for removal, there are several problems that may occur. The process of applying acid to plaster surfaces may cause the surface to etch, become rough or expose the aggregate in the plaster mix. To what degree this occurs depends on the concentration of acid, the temperament of the stain being removed and the quality and condition of the plaster itself.

In some cases, cracking, thinning, or delaminating of the tile and plaster could be a pre-existing condition and is beyond the control of the acid wash applicator. Consideration should be given to the experience and recommendation of the applicator and if you have any doubts, seek a second opinion or additional information.

An evenly colored, smooth texture after an acid procedure is a totally unrealistic expectation. The stains most likely took a long period of time to develop and could be embedded deeply into the plaster material. At best the consumer can expect the pool's appearance to look brighter than before, with some stains remaining. Sanding will aid in the restoration of the pool's surface texture.

Please sign below acknowledging you have read the drain waiver statement. Service cannot begin/resume until has signed the Drain and/or Acid Wash Disclosure Statement and Acknowledgement. Thank you for your understanding and prompt attention.

Customer Name – Please Print

Customer Signature

Date

Joe Esposito
Owner, Desert Rose Pool Care
(602) 980 – 0264 Voice & Text
DesertRosePoolCare@gmail.com



Desert Rose Pool Care, LLC
602.980.0264
Desertrosepoolcare@gmail.com



Credit Card Authorization Form
For Recurring Charges

Please fill in the information and sign below.

Print Name _____

Phone Number _____

Email Address _____

Credit Card Type (Check One): MasterCard Visa Discover American Express

Credit Card Number: _____ - _____ - _____ - _____

Security Code: _____ (Three digit code on back of the card)

Expiration Date: _____ / _____

Credit Card Holder's Name (Print, as it appears on Card): _____

Billing Address: _____

City: _____ State: _____ Zip: _____

Card Holder Phone Number: _____ - _____ - _____

I authorize Desert Rose Pool Care, to initiate a recurring charge to the credit card indicated above for the total amount due each month. I also authorize charges for any additional related services that I may incur. Charges to my account may vary. I will be provided notice if the charges exceed \$50.00.

I understand that I may cancel my recurring charge upon written notice to Desert Rose Pool Care allowing thirty days (30) time for action on my cancellation notice.

Card Holder Signature: _____ Date: _____

Highly Confidential



SUMMER STORMS INFORMATION:

AFTER A RAIN OR DUST STORM IT IS POSSIBLE THAT ONE POOL SERVICE VISIT MAY NOT BE ENOUGH TO RETURN YOUR POOL TO ITS NORMAL CLEAN AND CLEAR STATE.

AFTER HIGH WINDS OR A DUST STORM, IT MAY TAKE UP TO TWO CLEANING VISITS FOR THE POOL'S CLEANLINESS TO RETURN TO NORMAL. MOST CUSTOMERS OPT TO PERFORM ALL OR SOME OF THE 7 TIPS IN THIS LETTER IN BETWEEN OUR REGULARLY SCHEDULED VISITS, AND OTHERS REQUEST US TO COME OUT FOR AN ADDITIONAL SERVICE VISIT.

NOTE: THE POOL MAY APPEAR UNCLEARED UNTIL COMPLETION OF TWO REGULARLY SCHEDULED SERVICE VISITS IF NO OTHER SERVICES ARE PERFORMED.

TIPS TO HOMEOWNERS:

1. TURN THE POOL EQUIPMENT ON AND RUN THE POOL EXTRA HOURS
2. SKIM THE TOP AND BOTTOM OF YOUR POOL WITH A LEAF NET
3. CLEAN THE SKIMMER AND PUMP BASKETS
4. MAKE SURE YOUR AUTO VAC IS WORKING, NOT PLUGGED WITH DEBRIS
5. BRUSH THE VISABLE DIRT ON SIDE AND THE BOTTOM OF THE POOL
6. SHOCK WITH AN OXIDIZER
7. CALL US IF YOU NEED FURTHER ADVICE OR POOL CLEANING TOOLS

EXTRA SERVICE VISIT

\$80.00

IF YOU ARE INTERESTED IN AN EXTRA SERVICE VISIT, PLEASE CALL OUR OFFICE. TIME AND DAY OF THE EXTRA VISIT WILL BE DETERMINED BY AVAILABILITY.

WE KNOW THAT MOST OF OUR CUSTOMERS UNDERSTAND THE UNUSUAL SITUATION THAT THESE STORMS CAN CREATE. BUT IF THERE IS EVER A QUESTION, PLEASE DON'T HESITATE TO GIVE US A CALL.