



Welcome to the Desert Rose Pool Care family! We would like to thank you for signing up for weekly pool service with us. We ask that you please leave your side gate unlocked on cleaning days (if you normally keep them locked). You will receive an email after every service visit including: service time, chemicals used, and pictures of your pool. Please note that if there is inclement weather (i.e. raining) the day of service visit, only chemicals will be completed.

For payment we bill on the 1st of the month for the month ahead, and include chemical charges for the previous month. We file customer credit card info for payments to be made on the 7th of the month. You will receive an authorization form to get that set up. Please fill it out, sign it, and email it back to us.

Here is a list of tasks we complete on a daily basis along with some other services we provide to you by being a member of the Desert Rose family.

1. Turn on equipment and inspect for leaks/issues.
2. Skim water, brush steps and side walls, empty skimmer and pump baskets.
3. Test and add chemicals as needed.
4. If you have a sand or D.E. filter all backwashes are included and done on the first visit of the month or as needed.
5. We will put you on a regular schedule for filter cleans and send you an email out during the month that it is scheduled (these are additional charges, \$125 2 times year for D.E. filters, \$110 three times a year for cartridge filters). Your card will be charged on date of service.
6. We will put you on a regular reminder for pool draining.
7. Additional and/or emergency repairs will most likely be communicated and approved by phone call directly from Joe. Payment for all repairs is due prior to scheduling.

Desert Rose Pool Care will be closed and service will not be provided as follows: 1) Two weeks during the off season (Customers will be notified of the week in advance). 2) Thanksgiving week and 3) Christmas week, for a total of 4 weeks. These dates are already accounted for in calculating the monthly service fee (4 services per month 48 services per year, 52 weeks in a year). Therefore, no credit is due. In the event of an emergency, Desert Rose Pool Care will make every effort to return your phone calls and answer emails. Emergency services are provided at a separate agreed upon rate quoted on a case by case basis.

We also like to limit approval for minor repairs such as baskets, floats, and o-rings. Usually anything less than \$50 you allow us to do so that we don't have to bother you for every minute issue.

We look forward to servicing all of your pool related needs and, as always, if you have any questions regarding your service please feel free to contact us any time.

Call- 602-980-0264

Email- DesertRosePoolCare@gmail.com