

[WWW.ICONPOOLCARE.COM](http://WWW.ICONPOOLCARE.COM)



**WELCOME TO POOL SERVICE**

**OFFICE: (239) 315 4161**  
**[service@iconpoolcare.com](mailto:service@iconpoolcare.com)**

## **Thank you for agreeing to work with us for pool service.**

We aim to prove, over the coming months that we deserve your business, and our hope is that we can build a long-term relationship with you. Please let us know of any issues with your pool (no matter how big or small) and we shall address them as quickly as we possibly can. We like to receive feedback - it helps us to improve.

Included in this welcome document is a copy of our *Terms of Operation*. Please read and review this content as it contains some important information about our cleaning operations. By accepting service, you are agreeing to these operational terms.

### **Our contact details are:**

**Tel: 239 315 4161 (office)**

**Email: [service@iconpoolcare.com](mailto:service@iconpoolcare.com)**

Our STANDARD package weekly pool cleaning includes:

- emptying the skimmer basket
- full chemical balance or salt addition (if required)
- cleaning of pool walls and waterline tiles when needed
- skimming surface of the water for debris when needed

Once a month your pool will be vacuumed. You may increase this and opt for a SILVER or GOLD service package which will include more regular vacuuming. Your pool filter will be cleaned once per month.

If you ever have any concerns about your pool or the equipment, please contact us straight away. We also offer a full pool equipment repair service.

You will receive a **digital pool service report via email** on the day of each service (containing service data and a photo of the pool when completed - assuming sufficient mobile data coverage is available).

If you live in a gated community, please be sure to **add our company name at the gate**. If a gate code will be required, please share this information with our office prior to your first service day.

**All pool service payments are by Autopay.** Your payment card details will be stored securely and processed automatically each month on the 1st. Repairs invoices are emailed to you and can be paid by check or card online. If an invoice is not paid, we reserve the right to charge it to the stored payment card after a period of 60 days.

**Customer Accounts Portal** - you will be sent an email invitation to set up your customer accounts portal on a service called Billergenie, allowing you to view all past and future repair transactions on your account with us.

**Our secure postal address for payment checks is:**

Icon Pool Care, PO Box 2130, Naples, FL 34106.

**Office Hours** - the office is manned from 8am to 4pm, Mon to Fri. At all other times please leave a voicemail message or send an email to [service@iconpoolcare.com](mailto:service@iconpoolcare.com). If you have a pool emergency out-of-hours, please send a text message to 239-351-6547.

**Health & Safety** - in the interests of health and safety, our pool technicians are not allowed to use metal cleaning poles during heavy rain or storm conditions. If it is raining heavily, pool chemicals only may be added, and the water balanced (if required).

**Pets** - please keep any pets off the pool deck on service day.

Technicians will not enter the pool deck if a dog is present (and you will still be charged for the visit).

**Service Changes** - we reserve the right to change service day without notice. This is usually due to staff illness, such as that caused by Covid 19. If there are any extreme staffing issues due to Covid 19 pandemic conditions, service may be reduced temporarily to chemical only.

**Vacuuming after Pressure Cleaning** - please note that this requires an additional charge (due to extreme debris in the pool/spa). If you are having your pool deck cleaned, please contact the office.

**Water Level** - if the pool water is low, you will need to have a hose timer and hose in place so that we may add water. If you do not have a hose timer, please let us know and we can supply one. We cannot add water without one. We will not be responsible for any water charges incurred when adding water to a pool or spa.

Please let us know if we can be of any further assistance at this time!

***Best regards, Icon Pool Care Team***



## POOL SERVICE – DETAILED TERMS of OPERATION

Icon Pool Care has agreed to perform pool and/or spa maintenance at the address specified below. The pool and/or spa will be serviced weekly.

### **Terms of Operation**

- 1) **The customer agrees to pay a monthly service fee by Autopayment.** A payment card will be stored securely on file and processed each month on 1<sup>st</sup>. Repairs invoices are due immediately upon completion of the work and can be paid by check or card.
- 2) **Invoices will be delivered to the customer by email only.** Customers have access to the Billergenien online account portal where all repair transactions can be viewed, and payments made.
- 3) **Circumstances may arise that affect or prevent Icon Pool Care from performing pool and/or spa maintenance (such as inclement weather, staff illness/Covid 19 self-isolation or national holiday).** In such an event, Icon Pool Care may elect to postpone service to another day in the same week. Pools and spas that are not serviced due to a national holiday will be re-scheduled accordingly. If inclement weather interrupts service, the pool and/or spa will be cleaned to the extent that weather permits. For example, during heavy rain and storms, only chemicals may be added. Pool service technicians will perform a complete service if it is safe to do so. If lightning is present, the pool technician will not perform a complete service for health and safety reasons. **No credit will be given if this is the case, and it normally only happens a few times each year.**
- 4) The customer agrees to allow staff from Icon Pool Care to be present on the property where the pool and/or spa is located for any allocated time necessary to complete the tasks required for maintenance.
- 5) **The customer must ensure that access to the property is available on the scheduled service day.** This includes the provision to Icon Pool Care of any gate entry codes, lock combinations and security guard/gate verifications. Pool and/or spa maintenance will not take place if animals or pets are present on the pool deck. If Icon Pool Care cannot gain access to the service area, maintenance may be re-scheduled or cancelled that week, and the customer will not be entitled to a credit. An attempt to contact the customer will be made at the property, or by phone, for access prior to the pool technician leaving the job. Icon Pool Care cannot clean the filter cartridge if the water supply is not turned on at the property.

Icon Pool Care will perform the following services at each visit:

- Water tested and balanced. Chemicals or salt will be added, as required. Note that standard chemicals are included in the monthly service charge. Other specialist treatments (eg: phosphates, black algae, stain treatments) will incur a charge.
- Brush the sides of the pool and/or spa if required.
- Remove any debris floating on the surface of the water, empty skimmer basket
- Complete a service report.

Unless agreed otherwise, the pool will be vacuumed once per month and the filter cartridge will be cleaned once per month. If the customer has had the pool deck area pressure washed, a small additional charge for vacuuming will be applied (as this will require extra labor).

- 6) Icon Pool Care is not responsible for any grass, leaves, rocks, wind or weather conditions that cause debris to enter the customer's pool and/or spa in-between service visits, and which may cause staining. If the customer has pressure washing, renovations or other works completed, and additional debris enters the pool and/or spa, an additional clean-up fee will be charged.
- 7) **The customer is responsible for maintaining water levels during the week, unless they request that Icon Pool Care add water when needed. This will not take place if a hose and timer are not provided by the customer.** Staff are unable to turn the mains supply on and off unless specifically instructed to do so, in writing, by the customer. No liability is held for any water usage or damages that may occur. Note that mechanical hose timers can, on rare occasions, fail. Should this happen, Icon Pool Care are not responsible for any excess water usage or associated charges. The recommended water level is MID-TILE at the waterline. Should the water level fall to a low level, Icon Pool Care may switch off the skimmer suction line to safeguard the equipment.
- 8) **If a customer fails to pay promptly, by the due date, service may be suspended.** The customer will be informed of the suspension of pool service via email. If service is suspended and then re-started, the customer will be liable for any green pool clean-up charges (including labor and additional chemicals required) that may occur when service re-starts.
- 9) **Repairs and investigation callout visits are not included in the standard monthly pool maintenance charge. There is a call-out fee of \$125.00 that allows the specialist repair technician to visit the property, assess the issue and make repairs and/or recommendations.** Purchases of new pool and/or spa equipment (to be supplied and installed by Icon Pool Care) will be agreed in writing (via email or acceptance of estimate) prior to any installations taking place. A deposit may be required prior to works commencing. Subsequent repairs, parts and labor will be charged appropriately and are in addition to the initial callout charge.

Icon Pool Care is unable to install any pool and/or spa equipment that they have not purchased (to maintain warranties and liabilities).

- 10) **Filter cartridge replacements are required every 12 months, and these are to be supplied and installed by Icon Pool Care.** These will be installed automatically, and your account will be charged accordingly. The approximate price (depending upon cartridge type) is \$125 to \$160.

If the customer has recently had any construction work, or pressure washing, completed on or around the pool deck area, the filter cartridge may need to be replaced immediately. Icon Pool Care will contact the customer if this is the case.

Filter Cartridges purchased by the customer themselves will not be installed by Icon Pool Care.

11) Deposits

If a repair or installation is estimated at over \$400, then a deposit (usually 50%) will be required prior to works taking place. A payment card may be requested. This data will be stored securely by Icon Pool Care until the final amount due is paid by the customer (upon completion of the works).

- 12) **Either party may terminate the service agreement by giving notice of two weeks.** A notice to terminate service should be sent via email to [service@iconpoolcare.com](mailto:service@iconpoolcare.com).

Disclaimer: Icon Pool Care shall not be responsible for any damage to property due to acts of nature, vandalism, misuse or abuse. Customers should be aware of normal deterioration of equipment that occurs over time, due to exposure to chemicals, sunlight, animals, rainwater, humidity and, in some cases, other corrosive materials (such as salt). The customer is responsible for maintaining the correct water levels at all times. Icon Pool Care is not responsible for any damages or deterioration caused by a failure of the customer to perform other services recommended by Icon Pool Care, or by failure of the customer to properly maintain the pool and/or spa equipment between visits. Icon Pool Care is not liable for any pool and/or spa surface degradation or staining due to age, materials quality, surface application quality, stain treatments, chemical treatments or natural factors. Icon Pool Care is not responsible for stains in the pool and/or spa caused by external debris entering the water (eg: metal).

**Receipt of this document by email acknowledges that the customer has read, and agrees to, these Terms of Operation for pool service and maintenance provided by Icon Pool Care (a DBA of Grandslam Cleaning & Maintenance LLC).**