

Dear lient

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 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. Feedback is always welcome.

Our contact details are:

Telephone: 239 315 4161 (office)

Service and Repairs: service@iconpoolcare.com

Billing: billing@iconpoolcare.com

Send payment checks payable to Icon Pool Care to: PO Box 2130, Naples, FL 34106

Office Hours - the office is manned from 7am to 3pm, Mon to Fri. At all other times please leave a voicemail message or send an email to service@iconpoolcare.com. In an emergency, please send an email.

Icon Pool Care has a state license and can perform repairs and upgrades in addition to standard pool service. We install items such as heaters, pumps, automation, salt cells/systems, lighting and much more. If you have a problem with your pool or the equipment, please phone or email us straight away.

Please read and review this document as it contains is some important information about our pool service operations. By accepting our service as a customer, you are also agreeing to the Icon Pool Care operational terms.

Terms of Operation

- 1. The customer agrees to pay a monthly service fee. You may pay by check, online by card or by our Autopay service. If you would like to pay by Autopay we can set this up for you. Your card information will be stored securely on file and processed each month on the 1st. Repairs invoices are due immediately upon completion of the work and can be paid by check or card. If you use Billpay, please be aware that bank-issued checks usually take 10 14 days to reach us.
- 2. Invoices will be delivered to the customer by email only. We do not mail out invoices.
- 3. 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 the skimmer basket.
- Complete a service report.
- Once a month, unless otherwise agreed, the pool will be vacuumed.
- Once a month, unless otherwise agreed, the pool filter cartridge will be cleaned.
- 4. Circumstances may arise that affect or prevent Icon Pool Care from performing pool and/or spa maintenance (such as inclement weather, staff illness 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 only be able to perform a limited service (such as adding chemicals) for health and safety reasons as metals poles would not be allowed. The safety of our employees and customers is paramount. No credit will be given if a limited service is performed, and it normally only happens a few times each year.
- 5. 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.
- 6. 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. If you live in a gated community, please inform the security office that we will be servicing your pool. 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. If this occurs, the technician or office will attempt to contact the customer prior to the pool technician leaving the job site.

- 7. Filter cartridge replacements are required approximately every 12 months to maintain pool sanitization. The customer will receive a quote by email informing them that the filter cartridge needs to be replaced. 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 (such as online) will not be installed by Icon Pool Care for insurance coverage reasons. Many filters sold online are not good quality and may not be genuine. We only install genuine filter cartridges from pool
- 8. Icon Pool Care cannot clean the filter cartridge if the water supply is not turned on at the property. The filter cartridge is typically cleaned once per month if it is required.

industry suppliers.

- 9. 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.
- 10. 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 and on the pool deck. 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.
- 11. Should the water level fall to a low level, Icon Pool Care may switch off the skimmer suction line to safeguard the equipment. This may be reported on the service visit report.
- 12. Payments terms for pool service invoices is 15 days. 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 due to non-payment, 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.

- 13. Questions about invoices or payments should be sent to billing@iconpoolcare.com.
- 14. Repairs and investigation callout visits are not included in the standard monthly pool maintenance charge. There is a call-out fee of \$129.00 that allows the specialist repair technician to visit the property, assess the issue and make repairs and/or repair recommendations. If a repair is needed, the customer will be informed and a quote issued. 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 the quote) prior to any installations taking place. A deposit may be required prior to works commencing and we may ask for your payment card information. Subsequent repairs, parts and labor will be charged appropriately and are in addition to the initial callout charge. Repair invoices aren't typically charged to cards held on file unless we are instructed to do so. As repairs cost can be from small to high, some clients prefer to use different cards or send a check. However, if a repairs invoice is not paid in a timely manner, we reserve the right to charge the card on file.
- 15. Icon Pool Care is unable to install any pool and/or spa equipment that they have not purchased (to maintain warranties and liabilities).
- 16. Either party may terminate the service agreement by giving notice of two weeks. A notice to terminate service should be sent in writing via email to 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 pool 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) CPC1459400.

Best regards,

Icon Pool (are Team