



2012 Pool and Spa Maintenance Contract

Enclosed is our Maintenance Program for 2012. If you wish to enroll for this season, please read over the following pages and fill out the Maintenance Contract. You may keep this first page for your reference. Once you have completed the form, you can either mail or fax your contract. Upon receipt of your contract, we will contact you for scheduling. If you have any questions please call Rob in our Service Department at 330-372-1725.

In Ground Pools	Pool Cleaning & Chemical Application	Water Testing Only & Chemical Application
Up to 29,000	\$ 75.00 per visit	\$ 35.00 per week
30,000 to 49,000	\$ 80.00 per visit	\$ 40.00 per week
50,000 and up	\$ 85.00 per visit	\$ 40.00 per week
Above Ground Pools	\$ 65.00 per visit	\$ 30.00 per week
Spa Maintenance	\$ 45.00 per week	

*****Above pricing is labor only. Chemicals and/or additional materials are billed at time of service at the standard retail price. Please be advised that we only add chemicals purchased from Burnett Pools.**

Description of Pool Services:

- Test and balance water weekly.
- Vacuum pool bottom, brush pool floor, walls, and waterline, and empty all pump and skimmer baskets
- Backwash sand filter, bump D.E. filter, or hose off cartridge filter weekly or as needed.
- Chemically clean filter once a month.
- Inspect all equipment for proper operation.

Description of Spa Services:

- Test and balance water weekly
- Wipe down waterline and spa cover.
- Hose off and rotate filters weekly and chemically clean them every month.
- Condition spa cover once a month.
- Drain and refill spa every 4 months.

Description of Water Testing Services:

- Test and balance water weekly.
- Empty pump and skimmer baskets.
- Inspect all equipment for proper operation.

Conditions of Maintenance Contract

1. The gallons in your pool will determine your weekly rate. It is also used to calculate the necessary amount of chemicals needed to balance your pool. Please provide all pool, spa, and equipment information as accurately as possible.
2. If your pool/spa is in a secured area, you will need to provide access. You may provide us with a key marked with your name or code necessary to get into the area.
3. **If more than one visit is required to clean your pool/spa after spring opening, additional charges will be assessed based on your need.**
4. Pool maintenance is performed on a weekly basis only. Because every pool/spa is unique we cannot provide specific times of cleanings, we reserve the right to adjust our schedule as needed due to weather conditions or other unforeseen conditions. We will call to reschedule if necessary.
5. **The cost of chemicals is not included in the weekly maintenance and chemical application.** Maintenance technicians only apply chemicals purchased from Burnett Pools Inc. Please be advised that it is the customer's responsibility to maintain their pool/spa between our visits. This is necessary due to events such as rain storms, large swimming loads, algae contamination, high winds, or excessive heat. If requested we can provide additional maintenance, however this would be at an additional charge and on a time available basis.
6. The homeowner/resident is responsible for maintaining the proper water level in the pool/spa. To vacuum or maintain your pool/spa, the water level should be at the middle of the skimmer. If additional water is required to perform weekly maintenance an additional charge will be assessed for our maintenance technician to add needed water.
7. Burnett Pools, Inc is not responsible for any grass, leaves, rocks, wind or weather conditions that may cause debris in the pool/spa after we have maintained it.
8. If problems arise that interfere with your pool/spa maintenance between visits or you notice a problem, please contact us at 330-372-1725 as soon as possible. We will make every attempt to schedule additional maintenance when requested. Any additional maintenance calls will be billed at your weekly rate at time of maintenance. Also, you will be notified if our technician notices an issue with your equipment. Additional work to repair equipment will be done at our standard service rates. As a valued customer, you will receive top priority scheduling with any repairs that may be needed.

Please send correspondence to:

Burnett Pools, Inc
Attn: Maintenance Dept.
2498 Elm Road Ext.
Cortland, Ohio 44410
Fax 330-372-1723

(over)

2012 Maintenance Contract

Billing and Payment Information: (Please print clearly)

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Home number: _____ Work number: _____

Cell Number: _____ Email Address: _____

Pool Information: (provide as much as possible)

In Ground: _____ Above Ground: _____ Spa: _____

Gallons: _____ Pool size: _____ Brand: _____

Concrete Bottom: _____ Vinyl liner: _____

Filter make and model: _____

Pump make and model: _____

Heater/Heat Pump make and model: _____

Other major equipment make and model: _____

Type of chemicals used: (check all that apply)

Chlorine: _____ Bromine: _____ Baquacil: _____

Salt Generator: _____ Silk Balance: _____ Optimizer: _____

Maintenance selection: (please check one of the following)

Cleaning and Chemicals: _____ Water Testing only: _____

Special Instructions: (chemical storage, keys to gate, etc.)

Select Payment Type:

Visa _____ MasterCard _____ Discover _____ American Express _____

Card number: _____ Exp. _____

****I hereby agree to the terms of this maintenance contract with Burnett Pools Inc. and also agree to authorize payment for pool / spa maintenance with the credit card listed.**

Signature: _____ Date: _____

****Due to bookkeeping costs, a credit card is required for all maintenance customers.**