



Premier Coastal

Pool Services

SERVICES AND PRICING GUIDE

MONTHLY SERVICE PRICING GUIDE

POOL SIZE BASE PRICE (prices will vary due to any unusual circumstances not stated):

- 7,000 GALLONS OR LESS - \$80/MONTH
- 7,001 – 20,000 GALLONS - \$100/MONTH
- 20,001 – 25,000 GALLONS - \$120/MONTH
- 25,001 GALLONS OR MORE - \$130/MONTH

ADDITIONAL COSTS:

- ✓ UNSCREENED - \$10
- ✓ CHLORINE POOL (NOT SALTWATER) - \$10.00
- ✓ SPA - \$5.00
- ✓ EXTRAORDINARY SCRUBBERY - \$10
- ✓ PETS - \$5
- ✓ NO VACUUM - \$5
- ✓ **PHOSPHATE REMOVAL - \$50 (once phosphates are detected, they will be treated immediately, and the fee will be processed)**
- ✓ FILTRATION O-RING REPLACEMENT APPROXIMATELY \$25 (PLM150 - \$40)
- ✓ PUMP BASKET LID O-RING REPLACEMENT APPROXIMATELY \$25

FULL SERVICES: Included in base price monthly service plan and performed weekly unless specified

- scrubbing of tiles along waterline
- vacuuming as needed
- testing and balancing of pool chemicals
- brushing of pool walls
- skimming the surface
- emptying skimmer baskets
- cleaning the filtration system (approximately every 6 weeks)
- cleaning salt cells (approximately every 3 months)
- chemicals provided to balance chemicals within recommended ranges
 - chlorine (1-3ppm)
 - salt for salt water pools – up to 80# per quarter, additional \$10 per 40# bag over 80#.
 - muriatic acid to maintain ph levels (7.2-7.8)
 - sodium bicarbonate to maintain alkalinity levels (80-120 ppm)
 - calcium (200-400ppm)
 - cyanuric acid (stabilizer) to maintain conditioner levels (60-99ppm)

ADDITIONAL SERVICE OR CHEMICAL COSTS: Estimates provided prior to work being completed

- START UP FEES AS NEEDED (e.g. to convert green pools to operational status)
- ANY EXTRAORDINARY CHEMICALS OR REBALANCING NEEDED BEYOND THE ABOVE STANDARD WILL BE THE RESPONSIBILITY OF THE CUSTOMER
- EXTRAORDINARY CLEANING DUE TO POORLY MAINTAINED SHRUBBERY OR PLANTS
- **PHOSPHATE MANAGEMENT – TO LIMIT ALGAE GROWTH - \$50**
- MINOR MECHANICAL WORK – O-RING AND FILTER CARTRIDGE REPLACEMENT
 - Any work such as motor replacement, heater repair, or timer repair that is outside of PCPS certification will be serviced out to a reliable vendor with prior customer approval.
- CLEANING OF PCPS EQUIPMENT DUE TO POOR CUSTOMER MANAGEMENT/CLEANING OF PET DROPPINGS AROUND POOL - \$50
- EXTRA ON-SITE VISITS, OUTSIDE OF SCHEDULED SERVICE CALLS, TO INSPECT EQUIPMENT OR TROUBLESHOOT MALFUNCTIONS – \$30 FOR ANY TIME SPENT UP TO 1 HOUR. ADDITIONAL \$30 EVERY HOUR THERE AFTER STARTING ONE MINUTE INTO SUBSEQUENT HOUR.
- **STAIN REMOVAL WILL BE ASSESSED INDIVIDUALLY. UNFORTUNATELY, THERE ARE NO GUARANTEES AND FEES WILL BE APPLIED REGARDLESS OF SUCCESS. FEES WILL START AT \$70.**

BILLING AND PAYMENT SCHEDULE

- **MONTHLY STATEMENTS WILL BE DELIVERED THE FIRST WEEK OF EVERY MONTH**
- **PAYMENT IS DUE BY THE LAST DAY OF EVERY MONTH**
- **ACCOUNTS WILL BE CHARGED A \$25 ADMINISTRATION FEE FOR ANY RETURNED CHECKS.**
- **ACCOUNTS WILL BE CHARGED A \$5 ADMINISTRATION FEE FOR ANY PAYMENTS RECEIVED AFTER THE LAST DAY OF THE MONTH**

ADDITIONAL CUSTOMER RESPONSIBILITIES

- PCPS must be provided a safe and clear passage to the pool.
- Customers are responsible for maintaining all equipment used to service the pool.
 - Monthly service charges will change if equipment is not maintained (e.g. vacuums, motors)
- Customers must remove all pool/spa covers prior to PCPS arrival for weekly service – **CLEANING SERVICE WILL NOT BE PERFORMED IF COVERS HAVE NOT BEEN REMOVED.**
- **PHYSICAL MAINTENANCE OF POOL WATER LEVELS FOR PROPER MOTOR OPERATION**
- PCPS will not be responsible for any decorations around the pool – all should be removed prior to PCPS arrival for weekly service.
- Customer should maintain proper water levels to avoid motor damage and additional charges for routine filling.
- Customers are responsible for all charges incurred in excess of the standard payment for agreed repairs, services, and chemical additions.
- Customers should maintain/trim all plants and shrubbery near pool or inside the screened area to avoid extra charges for extraordinary cleaning performed due to poor management
- Customers should maintain a general tidiness of the pool area (e.g. leaves or pet droppings) to avoid additional charges.
- Screen enclosures must be maintained to avoid additional charges.
- All pets should be kept inside or away from pool area while service is being completed
- Days of service may change without notice due to unforeseen circumstances such as extreme weather conditions. **Weather may cause a miss in weekly service.** Any expected/planned schedule modifications will be communicated to the customer as timely as possible.
- Any extra work or additional chemicals due to emergencies such as hurricanes or tornadoes will be accessed at the time of the emergency and charged for accordingly.

NON-SERVICE WEEKS

- **IN EVERY THIRD MONTH THERE ARE FIVE WEEKS. IN LEIU OF CHARGING FOR THE FOUR EXTRA WEEKS PER YEAR, THESE WILL BE CONSIDERED NON-SERVICE WEEKS.**
- **FOUR TIMES THROUGHOUT THE YEAR, THERE WILL BE NO WEEKLY SERVICE.**
- **THE FIRST OF THESE WILL BE APRIL 2ND THROUGH APRIL 6TH.**
- **A THIRTY DAY NOTICE WILL BE GIVEN FOR THE REMAING THREE NON-SERVICE WEEKS.**

HURRICANE/OTHER NATURAL DISASTER PROCEDURES

PRIOR TO ANY NATURAL EVENT/EMERGENCY, THE FOLLOWING SHOULD BE PERFORMED BY THE CUSTOMER:

- For a normal size pool (for both chlorine and salt water systems), customers should have at least one jug of chlorine available for use after the emergency passes. More than one may be needed for larger pools. PCPS will not supply extra jugs of chlorine during periods of disaster preparation.
- For salt pools, have extra salt available as well. However, only add salt if you can properly test the water to check salt levels. Salt cells cease to work with too much salt in the pool.
- Skimmer valves should be shut off in preparation for the weather emergency. Water levels should start below the skimmers to help avoid overflow during high rains.
- Knowledge of how to lower the water level in the pool before and during the emergency is necessary to avoid overflow.
- A 2" hose coming from your system is optimal. In most cases, a regular garden hose will not keep up with the volume of overflow. Roll the hose out and away from the house.
- Inside breakers should be used to turn the system on and off from the safety of your home. Turn the system on before the emergency begins with the pool draining. Then, turn off the system from the inside breaker once the proper level is met. Monitor conditions and turn the breaker on and off as needed to maintain proper pool levels.
- **All procedures will be the responsibility of the customer. At no time during an emergency will PCPS be able to perform any of the above-mentioned services. Knowledge of your basic pool operation is necessary. Feel free to ask PCPS to review these procedures at any time. UNFORTUNATELY, DESPITE PLANNING, SYSTEMS CAN FAIL AND PCPS WILL NOT HELD RESPONSIBLE FOR ANY DAMAGE CAUSED BY THE DISASTER/WEATHER EVENT.**

WHAT TO EXPECT AFTER THE DISASTER/EMERGENCY:

- Depending on the severity of the event, PCPS service will resume when conditions are such that aftermath can be properly addressed. Timing of service resumption will depend on multiple factors to include, but not limited to safety, materials, and power.
- Service will resume as per the established schedule; no pool will gain priority.
- Following a natural disaster, such as a hurricane, it is expected that pools may require more maintenance. Time will be taken at each pool to assess damage, clean, and rebalance all chemicals. Every effort will be made to service pools as quickly as possible, however, delay in service resumption should be expected.
- If the pool begins to turn cloudy while waiting on service, the recommended procedure is to add the jug of chlorine on hand.

ASSESSING CHEMICAL REBALANCING AND CLEANUP FEES

- A rating system will be used to establish any extra restoration fees following the event/disaster. This will be determined at the first visit following the event. Each pool will receive a rating of 1 through 5.
 - RATING 1: Includes a \$20 fee. This charge will be applied to every pool post event due to the process of draining and refilling the pool. This fee covers all extra clean up and complete rebalancing of all chemicals to include chlorine, acid for Ph, sodium bicarb for alkalinity, calcium for water softness, and stabilizer. One 40# bag of salt will be included as needed in this and all other ratings. Every additional salt bag will be provided at a charge of \$10/bag.
 - RATING 2: Includes a \$50 fee. This includes all service in Rating 1, however, will be applied when clean up extends beyond customary expectations.
 - *RATING 3: Includes a fee of \$100
 - *RATING 4: Includes a fee of \$200
 - *RATING 5: Includes a fee of \$400

***Ratings 3 through 5 include all services in Rating 1 and will be applied based on amounts of extraordinary clean-up to be completed, number of persons/work hours, as well as number of follow up visits to complete said jobs. All customers will be notified prior to any charges being applied.**

SERVICE CONTACTS

MULTIPLE REQUESTS HAVE BEEN MADE FROM CUSTOMERS FOR VENDOR RECOMMENDATIONS OUTSIDE THE SCOPE OF PCPS. THE FOLLOWING LIST IS OFFERED TO ASSIST CLIENTS IN ACCESSING OTHER CUSTOMERY SERVICES. FEEL FREE TO CONTACT ANY AT YOUR DISCRETION. THE FOLLOWING ARE NOT SUB-CONTRACTORS OF PCPS AND PCPS DOES NOT RECEIVE MONETARY KICK-BACK WHEN UTILIZED. PCPS IS NOT RESPONSIBLE FOR THEIR ADHERENCE TO SCHEDULES, PRICING, OR QUALITY OF WORK.

- Intercoastal Pools and Spas – 321.242.4921
 - General repairs to the pool system (e.g. motor/pump repair or replacement)
 - Contact – Leslie

- Bosko Exteriors – 609.513.5555
 - General handyman services (e.g. roofing, pavers, fencing, screen enclosure, and power washing)
 - Contact – Hayden

- Hole-in-One Screening – 321.626.8568
 - Complete screen enclosure repair and replacement

- Jeanne Hanson – 321.432.8165
 - Realtor – REMAX Elite