



Welcome and thank you for choosing Robertson as your pool care company! Robertson Pools, Inc. has been in business since 1985 providing comprehensive care to our customers. Thank you for inquiring about our weekly maintenance program. We have a full time, year-round staff that has been fully trained to maintain your pool to the highest standards set by the industry. You can rest easy knowing that your pool will be taken care of with accuracy and consistency.

We offer something a little different to our cleaning customers. Something no other cleaning service offers, The Robertson Elite Plan. Complete pool cleaning, all chemicals, filter cleaning every 6 months including equipment inspection and repair recommendations by a qualified technician, and Optimizer (a water enhancement product that makes the pool water look and feel better as well as prevent algae growth). This comprehensive plan was developed to help our customers control and budget regular maintenance while giving your pool the best possible care. Please review the following policies and procedures and again thanks for choosing Robertson!

569A South Coppel Road ☞ Coppel, Texas 75019

Phone 972.393.2884 ☞ Fax 972.304.0604

E-Mail [anelson@robertsonpools.com](mailto:anelson@robertsonpools.com) ☞ Website [www.robertsonpools.com](http://www.robertsonpools.com)

## Weekly Cleaning Service Rates

- 1) Initial Pool Cleaning - \$75.00 per hour (chemicals are additional)  
(Not required on new or remodeled pools if started within 10 days of startup)
- 2) Robertson 7 Step filter clean is recommended at the beginning of weekly service\*, this includes:

Disassemble filter, clean and inspect all grids, Lubricate backwash valve and pump lid O-rings, Reassemble filter and recharge with DE, Complete visual equipment Inspection and repair recommendations, Heater diagnostics, Inspect salt cell and clean if necessary.

Regular Price \$140.00

Special Price \$99.00, if performed upon initiating service (not required for new pools)

- 3) Weekly Maintenance Plans

### Plan A: Basic + Chemicals

Includes vacuum or leaf master entire pool/spa, skim surface of pool/spa, brush pool/spa walls and steps, empty all baskets and pool sweep bags, test and adjust water chemistry, and backwash filter once a month. We will notify homeowner of any necessary repairs (additional cost). **Home owner is responsible for maintaining water level in pool.**

Starts at \$47.50 per week.

### Plan B: Basic + Chemicals + 7 Step Filter Clean

Includes Plan A, plus 7 Step Filter Clean every six months.

Starts at \$52.50 per week.

### Plan C: Robertson Elite

Includes Plan B, plus optimizer, optimizer is a tetra borate product that will enhance water quality and comfort to swimmers as well as prevent algae. It removed the carbon dioxide from the water. (Carbon dioxide is the main food source for algae)

This exclusive plan offered only by Robertson Pools, Inc. starts at only \$55.50 per week. (For 15,000 gallon pool)

NOTE: The initial dose of optimizer is additional and starts at \$140.00 (For 15,000 gallon pool)

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## What You Can Expect from Robertson

- 1) Your pool will be cleaned on the same day of the week, every week.
- 2) The specific cleaning procedure and what is done may vary from week to week as conditions dictate.
- 3) Your regular maintenance technician will bring to your attention any concerns discovered on his weekly visit. He is not a technical repair specialist and is not authorized or qualified to repair your pool.
- 4) There is no contract with this service. However, if service is interrupted or cancelled for any reason, resuming service will incur an initial cleaning charge of \$75.00 per hour and chemicals needed to balance the water.
- 5) If additional cleaning is needed due to storms, rain, wash-in, etc., additional charges will apply.
- 6) Holiday Policy

We observe six holidays per year: Memorial Day, July 4<sup>th</sup>, Labor Day, Thanksgiving, Christmas Day and New Year's Day. If your regularly scheduled cleaning day falls on one of these holidays, the pool will not be cleaned. However, at the earliest possible time, the pool's water chemistry will be tested and adjusted, baskets and pool cleaner bag emptied and filter system checked. The charges will remain the same.

### 7) Bi-Weekly Policy

Our cleaning services are based on an annual average of chemical usage. In the spring and summer, we add more chemicals to your pool than in the fall and winter. It is during the fall and winter that we are able to recoup the expenses of the busy season. It is for this reason that we give you a reduced rate every week. If you choose to only use our services during the spring and summer, the cost per visit will change to our one time clean rate of \$75.00 per hour with chemicals being additional plus tax. If you have a safety cover on your pool, we will switch you to every other week, while the pool is covered for 1.5x the weekly rate you pay.

### 8) Late Fee Policy

Payment is due the day after your last visit each month, automatically charged to your credit card on file. We accept Visa, MasterCard and Discover. Your credit card will be encrypted and secured, for your protection. If your payment is declined, you have 3 business days to update your payment, after which you will be charged a \$20.00 late fee.

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### What Robertson Needs From You

- 1) We will need a credit or debit card on file for recurring charges. All charges for weekly maintenance will be charged to a Visa, MasterCard or Discover card at the end of each month after the last service for the month. We never charge in advance, only after services have been rendered.
- 2) If you are not satisfied with the way the pool is being maintained, please call to let us know as soon as possible and we will get it corrected.
- 3) It is the homeowner's responsibility to maintain the pool at the proper water level. This is usually half way on the tile. Without the proper water level, we cannot vacuum or filter as needed to maintain your pool.
- 4) At certain times of the year, it will help if the homeowner will empty the pump and skimmer baskets. This is not a requirement of service; however, it does help the pool stay cleaner between visits.
- 5) Let us know in advance of special needs, parties or other events and we will be happy to work with you.
- 6) Be aware of freezing weather. Your system must be running and circulating continuously when the air temperature is below 35 degrees.
- 7) If there is any efflorescence from the natural stone or calcium build up above the water line, this is the homeowner's responsibility. While we will brush the tile line weekly, this does not eliminate the possibility of eventual buildup above the water. We can provide a separate quote for treatment or removal if you would like if the problem occurs.

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