

Maintenance Agreement Terms and Conditions

Hot Tubs and Swim Spas

Scope of work to be completed upon every Service call:

- Interior clean and scrub
- Clean filter
- Chemical balance
- Apply day-to-day chemicals if necessary *
- Clean cover and apply UV Protectant if necessary
- Wipe down outside of spa
- Report back to customer via email

Once-off Services like Drain & Refill and Deep Cleans are NOT included in this maintenance agreement.

* Limited water balancing chemicals are included with our service. Specifically, to treat water hardness, alkalinity and PH levels. Daily/Weekly and after-use maintenance chemicals are NOT included.

Residential Pool Cleaning & Maintenance

Scope of Work (Including Saltwater Pools)

CSC will provide weekly residential pool cleaning and maintenance services to maintain clean, safe, and properly balanced water.

1. **Water Testing & Chemical Balancing**
 - Test pool water for chlorine, pH, alkalinity, and stabilizer (CYA)
 - Add standard service chemicals as required to maintain proper water balance
 - Monitor water clarity, sanitation, and overall pool condition
2. **Cleaning Services**
 - Skim leaves and debris from the pool surface
 - Brush pool walls, steps, benches, and tile line as needed
 - Vacuum pool to remove dirt and debris
 - Empty skimmer and pump baskets
3. **Equipment Inspection**
 - Visually inspect pool equipment including pump, filter, heater, timer, and automation systems
 - Check for visible leaks or equipment issues
 - Notify homeowner of any required repairs or safety concerns
4. **Filter Maintenance**
 - Backwash or clean filter as needed for proper operation
 - Monitor filter pressure and system performance
5. **Saltwater Pool-Specific Services**

For pools equipped with a salt chlorine generator (salt system), the following additional services apply:

- Test and monitor salt levels
- Inspect salt cell for proper operation
- Adjust output settings as needed for seasonal conditions
- Inspect salt cell for visible scaling or buildup
- Notify homeowner when salt cell cleaning or replacement is required
- Add salt when requested or approved by homeowner (salt not included unless otherwise stated)

6. Exclusions

The following services are not included unless separately quoted:

- Repairs, replacement parts, or equipment upgrades
- Salt cell acid washing or deep cleaning
- Drain & refills, acid washes, or deep cleans
- Electrical, plumbing, or structural repairs
- Excess chemical usage caused by storms, algae blooms, contamination, or misuse

7. Homeowner Responsibilities

- Provide safe and unobstructed access to the pool and equipment
- Maintain proper water level
- Secure pets during service visits
- Approve salt additions or major adjustments when required

Payment

Customer agrees to pre-pay via direct debit each month. We offer 2 forms of payment, ACH using your banking information, and Credit Card. PLEASE NOTE: All credit card transactions will be subject to 3.5% service fee.

Contractual Term & Termination of Service

1. Contract term is 12 Months from date of online sign up.
2. Customer reserves the right to terminate service after 12 months. Should Customer cancel, Customer will not be reimbursed for the current month.

Terms of Service

1. Bi-Monthly is defined as every 2 weeks. Weekly is defined as every week.
2. Public Holidays, employee time off and weather will cause interruption in service. While we will do its utmost to make up missed services, as part of this Maintenance Agreement, Customer agrees that we can miss up to 4 cleanings over a 12-month period without reimbursement.
3. CSC agrees to provide the highest level of service. Should service be deemed unsatisfactory, Customer agrees to report to CSC within 24 hours of Service. CSC will re-perform the service within a reasonable timeframe based on schedule.
4. Customer agrees to provide access for service technician with or without homeowner present unless access to spa is behind locked door.
5. CSC is not responsible for any landscaping/hardscaping surrounding the spa being serviced.
6. CSC will provide chemicals necessary to balance spa. If day-to-day maintenance chemicals are needed (example: In-line sanitation or Frog @ease ball system), Customer agrees to provide access to Customer's chemical supplies. CSC does not provide day-to-day maintenance chemicals on day of Service unless contracted for.
7. Due to the current economic climate, CSC reserves the right to increase prices with a 30-day notice.

Be a "Good Human" Clause

Carolina Spa CSC is a local, family-owned, small business and we will ALWAYS do our best to be polite, on-time and answer when you call. In return, we ask that you be polite and understanding, even when things don't go as planned. Let's all do our best in being respectful to one another, it goes a long way to making a partnership work.

"Unexpected kindness is the most powerful, least costly and the most underrated agent of change"
– Bob Kerrey, Governor NE.