

DATE	
/	/

GENERAL INFORMATION

NAME:	
ADDRESS:	HOME PHONE: () -
	CELL PHONE: () -
EMAIL:	PREFERRED METHOD OF COMMUNICATION: <input type="checkbox"/> PHONE <input type="checkbox"/> EMAIL

SELECT OPENING TIME FRAMES

Write in your three most preferred weekly opening time frames for your Pool Opening Services: (Example: "Week of March 1")

FIRST CHOICE:	SECOND CHOICE:	THIRD CHOICE:
Detail any specific scheduling needs you might have in this space :		

SELECT YOUR POOL TYPE

Type A <input type="checkbox"/> Above Ground Pool	Type B <input type="checkbox"/> In-Ground Pool Under 24,000 Gallons	Type C <input type="checkbox"/> In-Ground Pool 24,000 - 40,000 Gallons	Type D <input type="checkbox"/> In-Ground Pool Over 40,000 Gallons
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SELECT AN OPENING PACKAGE

Select one of three opening packages ◆ See Page 3 for Details ◆	PRICING (Please circle the appropriate amount)			
	Type A	Type B	Type C	Type D
<input type="checkbox"/> Basic Pool Opening Package	\$142.50	\$272.50	\$315.00	\$450.00
<input type="checkbox"/> Deluxe Pool Opening Package	\$450.69	\$614.87	\$804.04	\$1065.89
<input type="checkbox"/> Acid Wash Pool Opening Package	N/A	\$900.00	\$1,000.00	\$1,200.00

SELECT A SPA / HOT TUB OPENING PACKAGE

We will open your portable or attached spa ◆ See Page 3 for Details ◆	PRICING (Please circle the appropriate amount)	
	Portable Spa	Attached Spa
<input type="checkbox"/> Open my Spa		
<input type="checkbox"/> I have a portable Spa <input type="checkbox"/> I have an attached Spa	\$250.00	\$90.00

Note the make and model of your spa and any additional information that might be helpful to our technicians:

WINTER COVER REMOVAL (Included in Deluxe and Acid Wash Packages)

We can remove your winter pool cover ◆ See Page 3 for Details ◆	PRICING (Please circle the appropriate amount)			
	Type A	Type B	Type C	Type D
<input type="checkbox"/> Retract, clean and test my auto cover	N/A	\$75.00	\$85.00	\$95.00
<input type="checkbox"/> Remove my mesh pool cover	\$105.00	\$105.00	\$130.00	\$175.00
<input type="checkbox"/> Remove my solid winter cover	\$105.00	\$105.00	\$195.00	\$285.00

VACUUM LEAVES & DEBRIS (Included in Deluxe and Acid Wash Packages)

We can skim and vacuum your pool ◆ See Page 3 for Details ◆	PRICING (Please circle the appropriate amount)			
	Type A	Type B	Type C	Type D
<input type="checkbox"/> skim and vacuum my pool	\$82.50	\$97.50	\$142.50	\$167.50

--- Turn over for Page 2 ---

OPENING CHEMICAL TREATMENT (Included in Deluxe Package)

We can add an initial dose of chemicals to your pool ♦ See Page 3 for Details ♦	PRICING (Please circle the appropriate amount)			
	Type A	Type B	Type C	Type D
<input type="checkbox"/> Add opening chemicals to my vinyl liner pool	\$111.25	\$154.04	\$222.50	\$274.95
<input type="checkbox"/> Add opening chemicals to my plaster, concrete or fiberglass lined pool	N/A	\$89.85	\$147.61	\$205.37
<input type="checkbox"/> Add opening chemicals to my SoftSwim or Baquicil treated pool	\$126.25	\$126.25	\$252.50	\$252.50

ENZYME TREATMENT (Included in Deluxe Package)

We can apply an enzyme treatment to your pool ♦ See Page 3 for Details ♦	PRICING (Please circle the appropriate amount)			
	Type A	Type B	Type C	Type D
<input type="checkbox"/> Please include an enzyme treatment for my pool	\$18.18	\$18.18	\$36.36	\$54.54

METAL REMOVER TREATMENT

We can add CuLator Ultra Power Pak to your pump or skimmer basket ♦ See Page 3 for Details ♦	PRICING
<input type="checkbox"/> Please add a CuLator Ultra Power Pack to my pool	\$74.85

CRYSTAL CAPSULE TREATMENT

We can add a new Crystal Capsule to your pump basket ♦ See Page 3 for Details ♦	PRICING
<input type="checkbox"/> Please add a new Crystal Capsule to my Pool	\$139.09

HEATER CLEANUP

We can clean and inspect your pool heater ♦ See Page 3 for Details ♦	PRICING
<input type="checkbox"/> Please clean and inspect my pool heater	\$100.00

Enter the make and model of your pool heater and any additional information that might be helpful for our technician:

FILTER MEDIA REPLACEMENT

We can replace the media in your Sand Filter ♦ See Page 3 for Details ♦	PRICING			
	19" Tank	21" Tank	24" Tank	30" Tank
<input type="checkbox"/> Replace the media in my sand filter with fresh filter sand	\$211.07	\$312.45	\$363.14	\$437.29
<input type="checkbox"/> Replace the media in my sand filter with fresh Zeobrite media	\$239.97	\$361.69	\$443.41	\$608.57

Indicate the location on your property where we should deposit the spent media :

COMMENTS & ADDITIONAL INFORMATION

Add any additional comments, questions or requirements you might have regarding your pool opening:

 I am interested in maintenance services for the 2017 season, please contact me**TOTAL**

Add up all of the circled prices on page 1 and 2 and write the amount to the right ⇒

PAYMENT INFORMATION

Indicate below how you would prefer to pre-pay for your selected Pool Opening Services.

 Pay online with a credit card
 I have enclosed a check
 Please call me for my payment information

By signing on the line below you indicate your agreement with the Arvidson Pools & Spas Pool Opening Services Terms & Conditions on the subsequent pages

SIGNATURE _____

DATE _____

Please return signed form to : Arvidson Pools & Spas, 3209 S. Illinois Route 31, Crystal Lake, IL 60012

Return by email to: Servicerequest@arvidsons.com

Return by Fax to: (815) 459-1733

Explanation of Services For Pool Opening

GENERAL INFORMATION

It is critical that all fields in the "General Information" section of the form are completed and accurate. Please be sure to double-check the telephone number(s) and email address you provide. Problems with contact information is often a primary reason for delays in scheduling and/or executing pool opening services.

POOL OPENING PACKAGES

Basic Pool Opening Package	<p>The Basic Pool Opening Service Package includes the following services:</p> <ul style="list-style-type: none"> • Initial startup and inspection of all equipment • Re-attaching any diving boards, slides, and ladders • Reassembling of all applicable returns and skimmers
Deluxe Pool Opening Package	<p>The Deluxe Pool Opening Service Package includes all of the services of the Basic Pool Opening Service Package plus:</p> <ul style="list-style-type: none"> • Vacuum Leaves and Debris • Winter Cover Removal • Opening Chemical Treatment • Enzyme Treatment
Acid Wash Pool Opening Package	<p>The Deluxe Pool Opening Service Package includes all of the services of the Basic Pool Opening Service Package plus:</p> <ul style="list-style-type: none"> • Completely drain the pool, acid wash the pool surface / liner and refill pool • Vacuum Leaves and Debris • Winter Cover Removal <p>The Acid Wash Pool Opening Package is only available for pools with concrete, fiberglass or plaster liners / surfaces. The pool owner must provide water supply for the acid wash process. If needed, our service staff can have water supply delivered by truck at an additional expense.</p>

ADDITIONAL SERVICES

Spa Opening Package	<p>Attached Spas An attached spa / hot tub is any spa or hot tub that shares plumbing facilities with a pool.</p> <ul style="list-style-type: none"> • Reassemble all jets • Inspect all equipment and electrical components directly associated with the spa / hot tub • Fill the spa / hot tub with water to the normal operating level. 	<p>Portable Spas A portable spa / hot tub is defined as any spa or hot tub that uses plumbing or equipment that does not also serve a pool.</p> <ul style="list-style-type: none"> • Clean the filters • Inspect all Spa / Hot Tub equipment • Fill the spa / hot tub • Add an initial dose of BioGuard® Stain & Scale • Clean the spa / hot tub cover. 	
Winter Cover Removal	<p>Auto Covers</p> <ul style="list-style-type: none"> • Clear the Auto Cover of debris and standing water • Rinse and drain the cover • Inspect the cover & test. 	<p>Mesh Covers</p> <ul style="list-style-type: none"> • Remove debris from the cover • Apply BioGuard® StowAway® • Lower cover anchors • Fold the cover for storage 	<p>Solid Covers</p> <ul style="list-style-type: none"> • Remove standing water and debris • Apply BioGuard® StowAway® • Fold the cover for storage.
Vacuum Leaves & Debris	<p>Arvidson Pools & Spas Service staff will perform a one time vacuuming around the pool and skim the surface to collect any debris. Please note that this is a one-time vacuuming of the pool bottom. Additional vacuuming by the pool owner may be required in pools with excessive debris and dirt.</p>		
Opening Chemical Treatment	<p>Our Service staff will provide opening doses of sanitizer, and algaecide according to the pool volume ("Pool Type") specified in the form. Sanitizer will be added to the pool water by our Service Staff at the end of the opening process. The opening dose of algaecide will be left with the pool owner to be added twenty-four hours after the Pool Opening. The delay allows the oxidizer treatment to work at maximum efficiency and can avoid excessive foaming that can occur by adding the two chemicals simultaneously.</p>		
Enzyme Treatment	<p>Our Service staff will apply an enzyme treatment to your pool in accordance with the volume of water. The enzyme treatment removes contaminants and eliminates waterline scum.</p>		
Metal Remover Treatment	<p>Our Service staff will place a CuLator® Ultra PowerPak to your pump or skimmer basket. CuLator® is a metal elimination and stain prevention agent designed to rapidly eliminate metals from pool water. Metals are physically removed and eliminated from pool.</p>		
Crystal Capsule Treatment	<p>Arvidson Pools & Spas Service staff can add a new Crystal Capsule to your pump basket. The Crystal Capsule is a magnetic water treatment device that eliminates contaminants and leaves water looking brilliant and beautiful. It also helps your pool chemicals work at peak efficiency and last longer. It softens water, lifts stains and calcium deposits and keeps water balanced for a longer period of time.</p>		
Heater Cleanup	<p>Our Service staff will vacuum the interior of the heater, visually inspect accessible components along with visible wiring and piping, clean exterior surfaces of the heater and check for above ground gas leaks.</p>		
Filter Media Replacement	<p>Our Service staff will provide new filter media according to the media type and filter tank size you select. We will remove old sand or Zeobrite, rinse and inspect the filter tank, add new replacement media, reassemble filter tank and test the filter's function.</p> <p>Tank Size Selection - It is important to select the correct filter tank size on the Pool Opening Services request form.</p> <p>Old Media Disposal - Please provide a place on your property to place the spent media as we are unable to haul it away.</p>		

Pool Opening Services Terms & Conditions

I. Pool Opening Services Request Form

Pool opening services can be requested via the Arvidsons.com website. A paper version of the Pool Opening Services Request Form is also available for download and print from the Arvidsons.com website. It is critical that all fields in the "General Information" section of the form are completed and accurate.

A. Pool Type Selection

It is critical that the correct "Pool Type" or volume is selected on the form. The pool type or volume selected on the form is used to calculate the price of a number of the services as well as the volume of various chemicals and supplies required for pool opening. An incorrect pool type or volume selection on the Pool Opening Services request form may result in over-paying for services or inadequate preparation of Arvidson Pools & Spas service staff, requiring multiple visits to complete the Pool Opening service which are subject to additional trip and labor charges. Arvidson Pools & Spas Service staff will attempt to confirm the pool volume when the Pool Opening Services are scheduled with the pool owner.

B. Pool Volume (in gallons) Calculation

When calculating pool type or volume, the following formulas are recommended:

Rectangular Pool: (Width x Length x Average Depth) x 7.5 = Pool Volume (in gallons)

Round Pool: (Width x Length x Average Depth) x 5.9 = Pool Volume (in gallons)

Oval Pool: (Width x Length x Average Depth) x 5.9 = Pool Volume (in gallons)

Average Depth: (Depth at shallowest end of the pool + Depth at deepest end of the pool) / 2 = Average Depth

II. Pool Opening Packages

A. Basic Pool Opening Package

The Basic Pool Opening Service Package includes the following services: a) Initial startup and inspection of all equipment connected directly to the pool or connected to the pool by plumbing, with the exception of any Spa / Hot Tub or equipment that services the Spa / Hot Tub solely; b) Re-attaching any diving boards, slides, and ladders that are made readily available to Arvidson Service staff by the Pool owner; c) Reassembling of all applicable returns and skimmers.

B. Deluxe Pool Opening Package

The Deluxe Pool Opening Service Package includes the following services: a) All of the services described above in the Basic Pool Opening Service Package; b) Vacuum Leaves and Debris (actions detailed in "Individual Services" section below); c) Winter Cover Removal (actions detailed in "Individual Services" section below); d) Opening Chemical Treatment (actions detailed in "Individual Services" section below); e) Enzyme Treatment (actions detailed in "Individual Services" section below);

C. Acid Wash Pool Opening Package

The Acid Wash Pool Opening Package is only available for pools with concrete, fiberglass or plaster liners / surfaces. The Acid Wash Pool Opening Package includes the following services: a) All of the services described above in the Basic Pool Opening Service Package; b) Arvidson Pools & Spas Service staff will completely drain the pool, acid wash the pool surface / liner and refill pool; c) Vacuum Leaves and Debris (actions detailed in "Individual Services" section below); d) Winter Cover Removal (actions detailed in "Individual Services" section below);

The pool owner must provide an adequate and operating municipal (residential or commercial) water supply for Arvidson Service staff to complete the acid wash process. If adequate water supply is unavailable, Arvidson Pools & Spas service staff will have adequate water supply delivered by truck at the pool owner's expense.

III. Opening Package Limitations

The Pool Opening Services described above include only the services specifically enumerated with these packages. All additional services and actions requested of Arvidson Pool & Spas Service staff by the pool or spa / hot tub owner are subject to regular hourly service rates including trip charges and minimum service rates and may require completion on a different day or time.

A. Pool Water Level

All Pool Opening services assume the pool being opened is filled to the proper operating level prior to the time of service. If the pool being opened is not filled to proper operating level, Arvidson Pools & Spas Service staff will not be able to complete the initial priming and startup of all pool equipment. This will result in the need for a return visit. Such a return visit will result in a service continuation charge of \$50.00.

B. Equipment Repairs

All Pool Opening Services assume that all equipment, including but not limited to, pumps, heaters, filters, chlorine generating devices, water conditioners, in-floor cleaning systems, ladders, slides, skimmers, anchors, returns, attached plumbing and water features are in proper working order. Any and all equipment or system repairs required to bring the pool or spa / hot tub and associated equipment into proper working order will be conducted separate of the pool opening services described here and are subject to normal service rates, including trip charges and costs of parts necessary to complete the needed repairs.

IV. Payment & Scheduling

A. All Pool Opening Services performed by Arvidson Pools & Spas require pre-payment in full prior to being scheduled. Once payment in full for the selected services is received, Arvidson Pools & Spas Service staff will contact the requesting pool or spa / hot tub owner using the contact information provided in the request form to schedule the pool opening services requested.

B. Pool and Spa / Hot Tub Opening Services are performed on-site during Arvidson Pools & Spas normal service hours, Monday - Friday, 8:00 AM - 5:00 PM. Pool Opening Services requested for times outside of normal service hours, including weekends and holidays, are subject to additional charges and in some cases are subject to local or municipal regulations.

- C. Arvidson Pools & Spas provides numerous payment methods for Pool Opening Services:
1. Online Payment - If the online payment method is selected, Arvidson Pools & Spas staff will send an email message to the email address provided on the request form. That email message will include a link to PayPal secured payment services for the amount of the services requested on the form. By using this method the customer will be able to provide payment using a major credit card or a PayPal account.
 2. Pay by Check - If a customer chooses to pay for requested Pool Opening Services by personal check, the personal check should be mailed along with a printed copy of the Pool Opening Services agreement to:

Arvidson Pools & Spas
Attn: Accounts Receivable
3209 South Illinois Route 31
Crystal Lake, IL 60012

If a check is mailed to Arvidson Pools & Spas for payment of Pool Opening services, please allow a minimum of five (5) days from receipt of the check before scheduling can take place.

3. Call Me For Payment Information - If this option is selected, Arvidson's staff will contact the pool or spa / hot tub owner, according to the information provided on the request form to ask for credit card information .
 4. Pay in Store -Optionally, Pool Opening Services may be paid for by cash, check or credit card at any one of the three Arvidson Pools & Spas locations (Crystal Lake, Palatine or St. Charles).
- D. All Pool Opening Services are scheduled on a first-come, first served basis. Arvidson Pools & Spas service staff will make a best effort to schedule the Pool Opening Services within the timeframes and parameters of your request. However, in some cases requested time frames may already be filled at the time when payment is received. In those cases, Arvidson Pools & Spas staff will work with the pool or spa / hot tub owner to schedule the Pool Opening Services at an agreeable time during our normal service hours. Pool Opening Services requested outside of our normal service hours are subject to additional charges.

V. Individual Services

In addition to the above described Pool Opening Packages additional "a la carte" services can also be selected on the request form. Any of the services described in this section that are not requested on the form but requested at the time of service, may require an additional visit by Arvidson Pools & Spas Service staff and may be subject to additional trip charges as well as the cost of the service as displayed on the form.

A. Spa / Hot Tub Opening

1. Attached Spa / Hot Tub - An attached spa / hot tub is defined as any spa or hot tub that shares plumbing facilities with a pool. For attached spa / hot tub opening services Arvidson Pools & Spas Service staff will: a) Reassemble all jets; b) Inspect all equipment and electrical components directly associated with the spa / hot tub; c) Fill the spa / hot tub with water to the normal operating level.
2. Portable Spa / Hot Tub - A portable spa / hot tub is defined as any spa or hot tub that uses plumbing or equipment that does not also serve a pool. For portable spa / hot tub opening services Arvidson Pools & Spas Service staff will: a) Clean the filters; b) Inspect all equipment and electrical components directly associated with the spa / hot tub; c) Fill the spa / hot tub; d) Add an initial dose of BioGuard® Stain & Scale; e) Clean the spa / hot tub cover.

B. Vacuum Leaves & Debris

Arvidson Pools & Spas Service staff will perform a one time vacuuming around the pool and skim the surface to collect any debris. Please note that this is a one-time vacuuming of the pool bottom. Additional vacuuming by the pool owner may be required in pools with excessive debris and dirt.

C. Winter Cover Removal

1. Auto Covers - For pools with automatic cover systems, Arvidson Pools & Spas Service staff will: a) Clear the Auto Cover of debris and standing water; b) Rinse and drain the cover; c) Inspect the cover for wear and damage; d) Retract the cover to test operation.
2. Mesh Covers - For pools with a mesh cover, Arvidson Pools & Spas Service staff will: a) Remove debris from the cover; b) Apply BioGuard® StowAway®; c) Lower cover anchors; d) Fold the cover for storage;
3. Solid Covers - For pools with a solid winter cover, Arvidson Pools & Spas Service staff will: a) Remove standing water and debris; b) Apply BioGuard® StowAway®; c) Fold the cover for storage.

D. Opening Chemical Treatment

Arvidson Pools & Spas Service staff will provide opening doses of sanitizer, and algaecide according to the pool volume ("Pool Type") specified in the request form. Sanitizer will be added to the pool water by Arvidson Service Staff at the end of the opening process. The opening dose of algaecide will be left with the pool owner. The opening dose of algaecide should be added by the pool owner twenty-four (24) hours after the completion of the Pool Opening Services. The delay between adding the sanitizer and algaecide is an important step in the process of readying the pool for use. The delay allows the oxidizer treatment to work at maximum efficiency and can avoid excessive foaming that can occur by adding the two chemicals simultaneously. **Pool chemicals should always be handled and administered by adults. All pool chemicals should be kept out of reach of children at all times.**

E. Enzyme Treatment

Arvidson Pools & Spas Service staff will apply an enzyme treatment to your pool in accordance with the volume of water. The enzyme treatment removes contaminants and eliminates waterline scum.

F. Metal Remover Treatment

Arvidson Pools & Spas Service staff will place a CuLator® Ultra PowerPak to your pump or skimmer basket. CuLator® is a metal elimination and stain prevention agent. It is designed to rapidly eliminate metals from fresh and saltwater. CuLator uses conventional chelating or sequestering agent groups and bound to a unique, insoluble and non-toxic polymer backbone. Metals are physically removed and eliminated from pool, rather than temporarily sequestering metals in the water.

G. Crystal Capsule Treatment

Arvidson Pools & Spas Service staff will add a new Crystal Capsule to your pump basket. The Crystal Capsule is a magnetic water treatment device that eliminates contaminants and leaves water looking brilliant and beautiful. It also helps your pool chemicals work at peak efficiency and last longer. It softens water, lifts stains and calcium deposits and keeps water balanced for a longer period of time.

H. Heater Cleanup

Arvidson Pools & Spas Service staff will: a) Vacuum the interior of the heater and visually inspect accessible components, visible wiring and piping; b) Clean exterior surfaces of the heater; c) Check for above ground gas leaks;

I. Sand Filter Media Change

Arvidson Pools & Spas Service staff will: a) Provide new filter media according to the media type and filter tank size specified on the request form; b) Remove old sand or Zeobrite media; c) Rinse out the filter tank; d) Visually inspect the accessible attached plumbing, laterals and standpipe; e) Add new replacement media and reassemble filter tank; f) Test the filter's function.

1. Tank Size Selection

It is important to select the correct filter tank size on the Pool Opening Services request form. Specifying the incorrect filter tank size on the request form may result in a delay in the completion of pool opening services and additional service fees or trip charges.

2. Old Media Disposal

Arvidson Pools & Spa Service staff is unable to haul away used filter media. It will be the pool owner's responsibility to provide Arvidson Pools & Spas service staff with a place on the owner's property, specified on the request form, to place the spent media.

VI. Worksite And Safety

A. Local & Municipal Code Compliance

The pool or spa / hot tub owner is responsible for compliance with any and all local and municipal codes involving but not limited to buildings, electrical, safety, plumbing and piping. Further, the pool or spa / hot tub owner is responsible for adherence to all applicable homeowner association rules and regulations.

B. Safety And Safe Work Site

It is the responsibility of the pool or spa / hot tub owner to provide a safe worksite for Arvidson Pools & Spas Service staff, free of hazards and dangers.

C. Property and Equipment Access

It is the responsibility of the pool or spa / hot tub owner to provide Arvidson Pools & Spas Service staff physical access to the worksite and all equipment associated with the pool or spa / hot tub. Failure to provide access to the pool or spa / hot tub may result in rescheduling and may be subject to additional trip or labor charges.

D. Pets & Domestic Animals

The pool or spa / hot tub owner is responsible for containing and restraining pets or domestic animals when Arvidson Pools & Spas Service staff are on site.

VII. Customer Satisfaction

A. Our goal is your complete satisfaction.

B. In the event that work is not completed to your satisfaction, please notify Arvidson Pools & Spas Service Department manager at (815) 459-0660 immediately upon noticing the issue. Our goal is to address the issue and provide any necessary corrective action in a timely manner.