



# 2020 Spa Maintenance Service Agreement

NAME \_\_\_\_\_

PRIMARY PHONE NUMBER \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY, STATE, ZIP \_\_\_\_\_

EMAIL ADDRESS \_\_\_\_\_

ALTERNATE PHONE \_\_\_\_\_

We hereby propose to provide spa service at the above address. Each visit will consist of:

- Brushing water line
- Skim debris from surface
- Wipe down spa cover
- Test water & add chemicals
- Remove & clean filters
- General area clean up

**Draining, Cleaning and Refilling of the spa will be scheduled as necessary by your technician. Typically this is quarterly. Each drain and clean will be billed at \$250.00. You will be given at least a week notice per occurrence**

**The following terms and conditions apply to the service:**

1. **Safety Issues:** The customer is responsible for maintaining local code compliances regarding safety issues including, but not limited to, fencing, gates, electrical, etc.
2. **Water Level:** We will add water while on site if needed and will turn it off when we leave. It is the homeowner's responsibility to maintain proper water level.
3. **Chemicals:** All chemicals are provided by Arvidson Pools & Spas at additional costs per the agreement. These include, but are not limited to, sanitizer, balancing chemicals, algaecide, & cleaners.
4. **Cancellation / Rescheduling:** In the event you need to cancel or reschedule your weekly service, please notify us via phone (815) 459-0660 Ext 112 or Email (Servicerequest@Arvidsons.com) at least 24 hours in advance to avoid unnecessary trip charges. If for some reason you need to cancel the service, we require a two week written notice.
5. **Pets:** The homeowner is responsible to contain and restrain their pets whenever a service technician is on the property.
6. **Equipment / Spa Repairs:** We will contact you directly if our technician notices an issue with Spa. Please note we only troubleshoot and repair Watkins manufacturing spas. All other brands will require an alternative repair company. If you notice a problem with your spa prior to our next scheduled stop, please contact us immediately. Once the repair is authorized by you, we will dispatch the next available technician to your residence. You will receive top priority scheduling.
7. **Customer Satisfaction:** Our goal is your complete satisfaction. In the event that a job is not satisfactorily completed, please notify Peter Annis, Service Manager within 48 hours, so that we can look into the matter and resolve it quickly. If you do not bring the issue to our attention, we cannot correct the situation and consequently will not issue any credits.

**I would like spa service:**

Please circle your desired service frequency		
Weekly	Bi-Weekly	Monthly
(\$65 Per Visit)	(\$70 Per Visit)	(\$80 Per Visit)

All Contracts Over 25 Miles From Our Crystal Lake Location Are Subject to Additional \$15 Trip Charge Per Visit

**I hereby authorize Arvidson Pools & Spas to do the work and agree to pay according to the terms outlined in this agreement. I authorize Arvidson Pools & Spas to contact me for my credit card payment information. I authorize Arvidson Pools & Spas to maintain my credit card payment information on file and charge my credit card after each individual service visit. I acknowledge that service will be suspended if account is not current within 30 days.**

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_