



# ARVIDSON

## POOLS & SPAS

EST. 1958

MAKING YOUR LIFE BETTER AT HOME

## 2022 Pool Opening Services Agreement

[www.arvidsons.com](http://www.arvidsons.com)

### CRYSTAL LAKE

3209 IL Rte 31  
Crystal Lake, IL  
(815) 459-0660

### PALATINE

2222 Rand Rd.  
Palatine, IL  
(847) 359-4490

### ST. CHARLES

1880 Lincoln Hwy.  
St. Charles, IL  
(630) 377-2655

February, 2022

**We are living in interesting times!** No doubt everyone is aware of the remarkable challenges that businesses everywhere have been facing. Our company has experienced supply chain delays extending as far out as a year from some of our top manufacturers and double digit price increases are becoming more common. Recruiting, hiring and training new employees is also a difficult challenge. Hopefully these strong headwinds will subside by mid-to-late summer, but of course, we cannot promise this will be the case.

As we prepare to welcome Spring & Summer of 2022 **we ask in advance for your patience and cooperation** as we make every effort to deliver the best possible service experience for each of our customers.

In spite of significant increases on many product prices this year, we're proud that we have been able to contain our own price increases for Pool Openings to single digits. Now, more than ever, you may wish to **take advantage of our special savings options on Opening Agreements for a limited number of customers.**

- **You can save 5% by simply submitting the enclosed agreement with payment between now and April 1st.**
- **Save an additional 5% when you schedule your pool opening during the month of April.**
- **Our opening agreement is digital and is available at:**
  - <https://www.arvidsons.com/pool-opening-2022/>

**Please review the Terms & Conditions portion of the agreement.** Understanding the extent of work that we will do (and in some cases, "won't do") at your opening helps ensure that all your expectations are met.

As always, **thank you for trusting us** with your pool care needs. Our award-winning service department is dedicated to providing you with the best service each and every time.

If you have any questions about the information in this agreement, don't hesitate to email me ([ZzJ@Arvidons.com](mailto:ZzJ@Arvidons.com)) or call me at (815) 459-0660.

Regards,



Lazerrich "ZZ" Johnson  
Service Division Mgr.

## GENERAL INFORMATION

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

## SELECT OPENING TIME FRAMES

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

**EARLY BIRD SPECIAL: SCHEDULE IN THE MONTH OF APRIL AND GET 5% OFF**

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

**PLEASE FILL YOUR POOL TO THE TOP OF THE SKIMMER PRIOR TO OUR ARRIVAL FOR YOUR OPENING**

## SELECT YOUR POOL TYPE

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

Select one of three opening packages	PRICING (Please circle the appropriate amount)			
	Type A	Type B	Type C	Type D
<input type="checkbox"/> Basic Pool Opening Package	\$185.00	\$335.00	\$390.00	\$555.00
<input type="checkbox"/> Deluxe Pool Opening Package	\$529.38	\$718.69	\$969.71	\$1236.50
<input type="checkbox"/> Acid Wash Pool Opening Package	N/A	\$1050.00	\$1,175.00	\$1,275.00

## SELECT A SPA / HOT TUB OPENING PACKAGE

We will open your portable or attached spa Details	PRICING (Please circle the appropriate amount)		
	Portable Spa	Attached Spa	Swim Spa
<input type="checkbox"/> I have a portable Spa			
<input type="checkbox"/> I have an attached Spa	\$305.00	\$100.00	
<input type="checkbox"/> I have a Swim Spa			\$400.00

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	PRICING (Please circle the appropriate amount)			
	Type A	Type B	Type C	Type D
<input type="checkbox"/> Retract, rinse and test my auto cover	N/A	\$80.00	\$90.00	\$100.00
<input type="checkbox"/> Remove my solid pool cover	\$158.00	\$158.00	\$215.00	\$315.00
<input type="checkbox"/> Remove my mesh winter cover	\$115.00	\$115.00	\$145.00	\$195.00
<input type="checkbox"/> Please take my cover for repair/replacement (n/c)				

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

We can skim and vacuum your pool	PRICING (Please circle the appropriate amount)			
	Type A	Type B	Type C	Type D
<input type="checkbox"/> Skim and vacuum my pool	\$99.00	\$115.00	\$160.00	\$190.00

**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

☐ Add opening chemical package to my pool

\$138.79

\$174.63

\$281.05

\$344.71

If you have a biguanide pool, please contact our Service Department by phone at (815) 459-0660

**METAL REMOVER TREATMENT**

We can add CuLator Ultra Power Pak to your pump or skimmer basket ♦ See Page 3 for Details ♦

PRICING

☐ Please add a CuLator Ultra Power Pak to my pool

\$74.99

**HEATER CLEANUP**

We can clean and inspect your pool heater ♦ See Page 3 for Details ♦

PRICING

☐ Please clean and inspect my pool gas heater (heat pumps do not apply)

\$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

☐ Replace the media in my sand filter with fresh filter sand

\$241.92

\$351.53

\$448.83

\$607.66

☐ Replace the media in my sand filter with fresh Zeobrite media

\$286.30

\$432.28

\$535.76

\$761.20

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:

**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

☐

Pay with credit card on file

☐

Please call me for my payment information

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

SIGNATURE

DATE

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

Return by email to: [Servicerequest@arvidsons.com](mailto:Servicerequest@arvidsons.com)

Return by Fax to: (815) 459-1733

## Explanation of Services For Pool Opening

### GENERAL INFORMATION

This Pool Opening Services agreement can be downloaded from the Arvidsons.com website. 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 Type Selection

It is critical that the correct "Pool Type" or volume is selected on the form. The pool type or volume is used to calculate the amount of chemicals and supplies required for pool opening. Arvidson Pools & Spas Service staff will attempt to confirm the pool volume when the Pool Opening Services are scheduled with the pool owner. 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

### POOL OPENING PACKAGES

<b>Basic Pool Opening Package</b>	<p>The Basic Pool Opening Service Package includes the following services:</p> <ul style="list-style-type: none"> <li>Initial startup and inspection of all equipment</li> <li>Re-attaching any diving boards, slides, and ladders</li> <li>Reassembling of all applicable returns and skimmers</li> </ul>
<b>Deluxe Pool Opening Package</b>	<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"> <li>Vacuum Leaves and Debris</li> <li>Winter Cover Removal</li> <li>Opening Chemical Treatment</li> </ul>
<b>Acid Wash Pool Opening Package</b>	<p>The Acid Wash Pool Opening Service Package includes all of the services of the Basic Pool Opening Service Package plus:</p> <ul style="list-style-type: none"> <li>Completely drain the pool, acid wash the pool surface and refill pool</li> <li>Winter Cover Removal</li> <li>Equipment start up after water is full</li> </ul> <p><b>The Acid Wash Pool Opening Package is only available for pools with concrete, fiberglass or plaster surfaces.</b> 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 cost. This is a multi-day process.</p>

### ADDITIONAL SERVICES

Spa Opening Package	<b><u>Attached Spas</u></b> An attached spa / hot tub is any spa or hot tub that shares plumbing facilities with a pool. <ul style="list-style-type: none"><li>Reassemble all jets</li><li>Inspect all equipment and electrical components directly associated with the spa / hot tub</li><li>Fill the spa / hot tub with water to the normal operating level.</li></ul>	<b><u>Portable Spas</u></b> 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. <ul style="list-style-type: none"><li>Clean the filters</li><li>Inspect all Spa / Hot Tub equipment</li><li>Fill the spa / hot tub</li><li>Add an initial dose of BioGuard® Stain &amp; Scale</li><li>Clean the spa / hot tub cover.</li></ul>	
	<b><u>Auto Covers</u></b> <ul style="list-style-type: none"><li>Clear the Auto Cover of debris and standing water</li><li>Rinse and drain the cover</li><li>Inspect the cover &amp; test.</li></ul>	<b><u>Mesh Covers</u></b> <ul style="list-style-type: none"><li>Remove debris from the cover</li><li>Apply BioGuard® StowAway®</li><li>Lower cover anchors</li><li>Fold the cover for storage</li></ul>	<b><u>Solid Covers</u></b> <ul style="list-style-type: none"><li>Remove standing water and debris</li><li>Fold the cover for storage.</li></ul>
Winter Cover Removal			
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. <b>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.</b>		
Opening Chemical Treatment	Our Service staff will provide opening doses of sanitizer, oxidizer, algaecide and water enhancer according to the pool volume ("Pool Type") specified in the form.		
Metal Remover Treatment	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 the pool.		
Heater Cleanup	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.		
Filter Media Replacement	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. <b><u>Tank Size Selection</u></b> - It is important to select the correct filter tank size on the Pool Opening Services request form. <b><u>Old Media Disposal</u></b> - Please provide a place on your property to place the spent media as we are unable to haul it away.		

**Arvidson Pools & Spas Pool Opening Services Terms & Conditions****I. Service 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.

**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 the 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.

**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 separately 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.

**II. Payment & Scheduling**

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 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. Arvidson Pools & Spas provides numerous payment methods for Pool Opening Services:

**If Paying Online :** 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 secure 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.

**If Paying By Check:** A 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.** Please allow a minimum of five (5) days from receipt of the check before scheduling can take place.

**Call Me For Payment Information** - If this option is selected, Arvidsons 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 .

**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).

All Pool Opening Services are scheduled on a first come, first served basis. Arvidson Pools & Spas will make a best effort to schedule the Pool Opening Services within the timeframes and parameters requested. 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 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. All opening services are performed on-site during 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.

**III. 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 work requested at the time of service, may require an additional visit by Arvidson Pools & Spas staff and may be subject to additional trip charges as well as the cost of the service as displayed on the form.

**IV. Worksite And Safety**

**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.

**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.

**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.

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

**V. Customer Satisfaction**

Our goal is your complete satisfaction. 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.