

CCC POOL SERVICES, INC.

Maintenance Guide

SERVICE:

Our service is performed every week except for President's week, Thanksgiving week, Christmas week and New Year's Day. Your service technician will add enough chemicals before the holidays to insure that your pool is balanced and safe to use. All other legal holidays are serviced, unless you call us and request otherwise. Please let us know at least one week in advance so that we can add enough chemicals to provide safety of use. Occasionally, service may be cancelled due to weather or hazardous working or driving conditions. If this occurs service will resume the next week. A Service Record card will be placed in your time clock where the technician will log in with the day and time of service. Swimming should be delayed for one hour after chemicals have been added to your pool. This will allow for complete blending.

POOL COVERS:

Pool covers should be pulled off on service days. Our technicians are instructed to leave them off and we recommend that they remain off for at least three hours after service. For the most effective water chemistry, it is suggested that the cover remains off at least 50% of the time. Pools that are covered for longer periods do not react in a normal manner, testing may be inaccurate, water chemistry will be hard to maintain and severe eye irritation may be the result.

WATER CHEMISTRY:

We test your pool water weekly and strive to maintain the following industry standard readings for water balance:

Chlorine	1.5 to 3.0 PPM
PH	7.4 to 7.6
Alkalinity	80 to 120 PPM
Conditioner	80 to 100 PPM

ACCESS:

Please provide easy access for our technician. If you keep your gate locked, please provide us with a key or code. If we are not provided with a key or code and you forget to provide access on the regular service day, we will not be able to make a call back without an extra service charge.

DOGS:

Although we take every precaution to keep your dog in, if your dog attempts to get out when you open the gate, they will probably do

Therefore, if your dog is an escape artist or if your dog bites, please secure them on regular service days.

WE CANNOT ASSUME RESPONSIBILITY FOR YOUR DOG GETTING OUT.

SPAS & HOT TUBS:

Our monthly fee does not include detached spas or hot tubs as a part of the regular service. However, if you would like us to provide spa service this can be done for an additional charge. Please call our office to make arrangements.

ALGAE:

If your pool has an algae problem, several factors can be the cause including: excessive debris in the pool, not enough filtration time (see the next section), a dirty filter, poor water circulation, or excessive levels of TDS (total dissolved solids) or phosphates. Please call our office for assistance with additional testing and evaluation, so we may determine the cause of the algae. Be aware that some strains of algae are more resistant to chemical treatment and may require a longer period of time to eradicate. Some customers have tried to help, by purchasing and adding their own chemicals to the pool without advising us. Doing this can cause additional problems in treating the algae.

Please DO NOT add any chemicals or algacide to your pool.

FILTRATION:

Adequate filtration is just as important as pool water chemistry. By keeping the filter clean and in good operating order most problems with water quality can be avoided. Due to higher energy costs, some pool owners have cut back on filtering time to the detriment of the water quality. It is important during high use periods that the entire volume of pool water be filtered at least one and a half times each day. To accomplish this, it will be necessary to run the equipment a minimum of SIX hours daily for DE filters and up to TEN hours daily for sand and cartridge filters. Increase the filtration time if you have solar or heavy pool use. In the event that your pool needs more filtering, our technician will advise you with a door-hanger. They will also advise you if they think the filter needs to be cleaned. Filters

should be cleaned when the gauge shows an increase of 5 to 7 PSI over the clean filter pressure. Although we do not clean your filter as a part of the weekly service, we can clean your filter for a nominal charge. A discount is offered when you join our semi-annual filter cleaning program. Call our office for details and pricing.

CLOUDINESS:

The most common cause of this problem is inadequate filtering. If you increase the filtering time, the problem should resolve itself. If this does not solve the problem, you may have a malfunction in your system. Please contact our office and we can run some tests and suggest a solution.

EYE IRRITATION:

We have all heard the "Old Wives Tale" that too much chlorine causes eye irritation. In most cases this is simply not true. Eye irritation is most frequently caused by:

- Inadequate filtration.
- Ammonia introduced into the water by means of urine and perspiration. One small child urinating in the pool can cause heavy eye irritation for up to 24 hours.
- Organic matter introduced into your pool by adding fresh water before or during swimming. If you must add water, do so after you use the pool.
- Leaving the pool blanket on your pool during the day can affect the water chemistry. The water needs to be exposed to the air for better pH control.
- Perspiration in the pool. By showering before using the pool or spa will reduce the buildup of chloramines that form, when chlorine and perspiration combine.

GREEN HAIR:

Green hair is frequently blamed on chlorine. This is patently false. As you know, chlorine is a bleach that will remove color from fabrics. The actual cause of green hair is the presence of copper in the water. There are special shampoos that are formulated for the purpose of treating green hair. A couple of aspirin dissolved in water and applied to the hair will also treat the problem.

CONDITIONER:

On our first visit, our technician will perform a series of tests. One is for *isocyanuric acid* (conditioner). If the test results indicate that more conditioner is needed, we will add enough to bring it to the proper level. The purpose of this chemical is to prevent ultra violet light from depleting the chlorine. Without conditioner, you can lose up to 70% of the chlorine per hour on a very sunny day. Once added, conditioner is lost if the water is removed from the pool by back-flushing, splash out, or leaks in the pool or equipment. If the conditioner level falls below 100 PPM, we will add enough conditioner to bring it up to the correct level. Our annual \$30.00 service charge provides all the conditioner your pool requires for the year. If, however, your pool is very large, has a severe leak, or you drain your pool, you will be notified if additional charges apply. For pools with severe leaks, it is recommended that steps be taken to correct the situation.

POOL EQUIPMENT:

As a licensed full-service company we can repair most pool equipment problems. We sell and install all major brands of pool pumps, filters, heaters, cleaners and pool tools. If you are considering new equipment, please call us for pricing, specifications and recommendations.

EXTRA SERVICE:

For an additional charge, we will empty the baskets, skim the pool surface (as needed) and brush the steps on a weekly basis. On occasions where there is a storm that causes heavy debris to be deposited in the pool, we can arrange a one-time manual cleaning for an additional fee.

FULL SERVICE :

For an additional charge, we offer a full service option that includes our regular chemical and extra service plus our technician will hand-vacuum the pool as necessary.

POOL CLEANERS:

We receive several calls weekly from our customers about their pool cleaners not operating. Here are some tips to help diagnose the problem and possibly save the charge for a service call:

- ◆ Make sure the pump is primed and running properly. Also, clear the pump basket and/or leaf canister of debris.
- ◆ Check for objects or materials clogging the bottom of the cleaner. Remove any large debris from the bottom of the pool with a net.
- ◆ Make sure the hose is attached and the cleaner has the proper suction.
- ◆ When was the last time the filter was cleaned?

SERVICE CALLS:

Should you have problems with your equipment or pool cleaner, call us first and we will attempt to find a solution. If the problem requires an onsite visit, you will be assessed a charge of \$25.00 to \$80.00 for a service call plus any parts or materials. For problems requiring extensive repairs, an estimate and prior approval must be given before the work is completed.

CHLORINE AND STAINS:

Scale, stains, discoloration and cloudiness in a pool are caused by the precipitation (coming out of solution) of metals in the water. When precipitated metals form a deposit on the walls of the pool, we call it scale. If the precipitated metals have a color, they will cause stains. It is essential to super-chlorinate a pool from time to time. When there are dissolved metals in the water, super-chlorination may cause these metals to fall out and create stains. While we make every effort to prevent such staining, it is impossible to control the quality of the water that comes from the municipal water supply. Consequently, it is normal for all pools to become discolored

SAFE POOLS ARE OUR BUSINESS

with age. There are some measures that can be taken to mitigate the problems associated with staining. We can discuss these measures with you.

COLORED PLASTER:

The swimming pool industry is fully aware that all colored plaster pools are subject to mottling. There is little or nothing that can be done from a service point of view to prevent blotching, streaking, or mottling from occurring. Mottling may be gradual or appear seemingly overnight, even after the pool is several years old. Most pool builders will require the owner to acknowledge that this condition is a normal event in the life of a colored plaster pool.

COPING, SOLAR, PLASTER, ETC.

Sometimes our customers need work done that we are not equipped to handle. For these needs, we have a list of referral companies that our customers have used in the past. If you would like, we can provide you with this information.

MONTHLY BILLING:

Our pricing structure is based on 48 weeks of service a year. The charge for one weekly service call is equal to the monthly amount divided by four. We send billing out on the 25th of the month preceding the actual month of service. Payment is due by the 15th of the month.

We accept VISA, MASTERCARD & AMERICAN EXPRESS for one-time or recurring payments on your account balance.

LATE CHARGES:

A late charge of \$5.00 per month will be added to any account of \$50.00 or more that is 30 days overdue.

RETURNED CHECKS:

A \$20.00 charge will be assessed for any check that is not honored by your bank.

REFERRALS:

A large number of our present customers have come to us as a result of a friend or neighbor telling them about our service. If someone takes our service because of a recommendation from you, we will extend to you a month of free chemical service. Credit will be issued to your account when your friend has paid their first month's bill.

JOB PERFORMANCE:

Our service technicians are paid a monthly performance bonus in addition to their regular salary. The purpose is to encourage conscientious attention to their duties. Should you ever have a concern about the quality of our service, please do not hesitate to contact our office and explain your concerns. We will do everything possible to ensure that you are a happy, satisfied customer.

WELCOME:

We extend to you our sincerest welcome, and we want you to know how pleased we are to service your pool needs. Thank you for joining our family of satisfied customers, and please be assured that we shall do our utmost to merit your confidence and good will.

Please keep this guide with your pool information. It will answer many of the most commonly asked questions.

CCC Pool Services, Inc.
680 Rancheros Drive, Suite 101
San Marcos, CA 92069
(760) 736-7665 FAX (760) 736-7667

Office Hours:
Monday – Friday 8:00am to 3:00pm

www.cccpoolservice.com

Follow us on



E-mail address
CCCPOOL@SBCGLOBAL.NET

(Prices, terms & conditions are subject to change)
 2015