



Customer Service Structure

1. What We Do Weekly:

Empty skimmers, empty pump basket, inspect equipment and filter pressure, empty and inspect robotic cleaner, scrub walls and tiles, scrub pool floor, skim pool surface, leaf rake and remove debris from pool floor; vacuum as needed, backwash and add DE powder if required, read chemicals and adjust accordingly. We record all data in Hydroscribe, and then forward that data on to you.

2. What We Ask of You Weekly:

True Blue Pool Care will provide hose timers when applicable at a minimal fee to assist in filling your pool to the best of our ability while on site. It is solely the customer's responsibility to keep the pool at proper water level. True Blue Pool Care will not be held responsible for equipment or plaster damage due to water levels falling below skimmer lines. It is important that the customer reads the notes in Hydroscribe each week. We often put crucial information in the report under the Notes section.

During months that leaves are falling, we ask that you check your skimmers throughout the week. It is also imperative year round that the area surrounding the pump and equipment be kept free of leaves and other hazardous materials as they can cause a fire. This is merely a suggestion though, to be clear, True Blue Pool Care does not expect you to do any maintenance jobs like these. Although during several months falling leaves often cause expensive damage to pumps and pool lines. We simply ask that you keep this in mind. True Blue Pool Care will not be held responsible for damages to pool or equipment due to over filled skimmers, and hazardous debris of any kind.

3. Extra Visit Policy:

In the event that you need us to come out to do any additional maintenance between scheduled days, we will be happy to do so. Our extra visit fee is \$60.00 per visit in addition to your scheduled visits. This does not fall under repairs. This visit is strictly billed for maintenance needs. Chemicals will be charged in addition to the extra visit fee at a per ounce rate on any extra visit.

4. Chemicals That Are Covered in the All Chemicals Policy:

True Blue Pool Care is an all inclusive flat rate service company. We provide 8 basic chemicals needed to keep most pools clean and sanitized. True Blue Pool Care reserves the right to alter or change these provided chemicals and your monthly rate at any time. True Blue Pool Care assures you that we will not make any changes to your offer without discussing the change with you first. We value our customers and will negotiate terms to keep both parties happy in the event of any price changes and or chemical charges.

The Chemicals included in your service are: 3" Trichlor Tablets, Calcium Hypochlorite (shock), Muriatic acid, Sodium Bicarbonate, Soda Ash, Stabilizer, Diatomaceous Earth and Salt. All other Chemicals will be discussed before using.

In the event that you have a leak in your pool and pool chemicals are being consumed or diluted at a rapid pace it will become the customer's responsibility to handle the cost of chemicals until the issue is fixed.

Note: Upon hiring True Blue Pool Care we ask that the customer no longer add any chemicals without discussing dosage with True Blue Pool Care first. In the event that the customer adds chemicals and True Blue Pool Care has to use additional chemicals to re-balance, the pool the customer will be charged for the corrective measures.

5. Chemicals That Are Not Covered in the All Chemicals Policy:

There are many, a few examples include flocculent, optimizer, Pool Rx, metal removers, stain removers, clarifier and the list goes on. True Blue Pool Care will only recommend the use of these types of chemicals and will never use them without consulting the customer first.

6. When We Will Come/Who Will Come:

True Blue Pool Care respects the fact that you are busy and we realize that you value your schedule and time spent not worrying about the daily routine. We will do everything in our power to keep the same uniformed pool tech on your route at all times and we will always come on our scheduled day. There may be some cases where your tech may need to adjust your route day and time, but it will be discussed with the customer and agreed upon beforehand.

True Blue Pool Care will never show up unexpectedly without notice. True Blue Pool care reserves the right to adjust your weekly or bi-weekly day of service. We will need to make changes to our routes from time to time in order to stay as efficient as possible. For example if you are normally serviced on Mondays we may contact you to inform you that your pool will be cleaned on Tuesdays in the future. If this does not work for you let us know and we will do our best to accommodate your needs.

7. Company Shutdown Vacation:

Family time is very important to us. We feel that we can not operate well with unhappy and overworked employees. True Blue Pool Care typically charges a per month rate based on 4 weeks per month, True Blue Pool Care does not charge extra for the 7 months that have 5 weeks in them. We do this so that we can take 2 weeks per year to enjoy a vacation.

True Blue Pool Care does not operate during the week of Thanksgiving and Christmas, with the exception of emergency repair services. In the event that we have no staff on call during these weeks we will happily assist you in finding an alternative repair company. There will be no refund or price break given during vacation weeks due to the fact that we do not charge for extra visits in months with 5 weeks in them.

8. Non-Company Shutdown Vacations and Sick Leave:

True Blue Pool Care will provide a substitute technician in the event that your normal technician will be taking a vacation outside of our normal company shutdowns, or needs to use sick leave. True Blue Pool Care will send an email of notice upon such circumstances.

9. Hydroscribe and How We Relay Information:

True Blue Pool Care employs a web based portal called Hydroscribe for billing, routing, recording data and communications. Hydroscribe can have some of its features set up as either email or text or both. The customer will be prompted to sign on and sign up at the beginning of service. True Blue Pool Care does not currently have a system in place for customers without computer or smart phone access. In the event that a customer does not have access to a computer or smart phone, we will provide mailed invoices.

Note: After signing up with TBPC, if you are not receiving messages, please inform your technician so that we can troubleshoot the issue. It is very important that you receive messages before and after service for communication purposes.

10. Our Preference of Communication:

At True Blue Pool Care we want you to have a great experience with our customer service. We advise the exchange of cell phone numbers with your technician as this is our preferred form of informal contact. We like to think of our relationship with you as family so please feel free to get to know us through the comfort and ease of text and direct call!

11. Service Day and What It Means:

One hour of service between the hours of 8:00 a.m. and 5:00 p.m. Monday- Friday. Anything beyond those times is subject to labor charges.

Weekend Rates are \$75.00, plus an hourly rate of \$75.00 with a half hour minimum.

12. Late Payments:

Payments not made within 30 days of the billing deadline are subject to late fees. A late fee of \$30.00 dollars will be added to your next bill in the event of late payment without notice. After 45 days of no payment True Blue Pool Care will terminate service. True Blue Pool Care will be forced to charge for Green to Blue fees if the pool has drastic outbreaks during the period of terminated services. True Blue Pool Care reserves the right to refuse continued service during the event of termination.

13. Route Changes:

We want to work with your needs and can be flexible the most of the time, but sometimes we may need to make a change. True Blue Pool Care will contact the customer before any route changes take place. If there is a change, your route will be filled with a new technician and True Blue Pool Care will contact you with your new route technicians name and contact information. Please feel free to contact Ashley at 254-366-3907 or James at 254-931-4514 with any issues that may arise.

14. Rain/Weather Policy:

True Blue Pool Care does not stop performing daily tasks in the event of adverse weather. However, at first sight of lightning or extremely heavy rain in any part of the county we will switch the rest of the day to basket service. This means we will take care of items that do not require our techs to hold a pole. You will be informed the day of the event if basket service taking place.

15. Vicious Pet Policy:

For the protection of our technicians, True Blue Pool Care will not service your pool for the week if a vicious pet is in the yard and poses a threat to our technician. You will be notified upon the arrival and departure of our technician. During the departure you will receive a "Could not service pool" message in Hydroscribe. If for some reason your pet may be out for the day please contact your technician to see if a new day can be arranged for that week at least 24 hours before your normal service day. True Blue Pool Care will not deliver a refund for a missed service in the event that we are unable to perform tasks due to a vicious pet.

16. Lock Policy:

If you would like a lock on your gate, we do not blame you. We simply ask that we be given a gate code, lock code or key to ensure that we can service your pool for the week. If we can not get onto your property during scheduled route your pool will not be cleaned for the week and you will be notified. True Blue Pool Care will not deliver a refund in the event that services could not be performed due to inability to access the pool.

17. Water Levels:

The water level of the pool is strictly the customers responsibility. True Blue Pool Care will not be held accountable for any damage done to equipment or pool shell due to negligence.

18. Cartridge/DE Filter Cleanings:

True Blue Pool Care handles filter cleanings as an as-needed basis. We will inform you at the time of need of a filter cleaning and schedule your cleaning at that time. All filter cleanings are \$75.00 per cleaning. Most pools only require 2 filter cleanings per year. All filter gauges will need to be in working order at all times. This ensures that we can monitor the filters needs properly. Filters and canisters will be inspected at the time of cleaning and before and after pictures will be sent. All filters and canisters must remain in good condition and will need to be replaced as needed.

19. Repair policy:

True Blue Pool Care will not charge a service call fee if we can not fix the problem. If a non-emergency problem arises that can wait to be fixed on your normal service day, you will not be charged for a service call. You and your technician can decide together what may or may not be an emergency repair. Please feel free to contact James at 254-931-4514 for any repair needs.

Note: Repairs requiring parts costing more than \$50.00 will be subject to 50% of invoice being paid upfront.

Repair Rates McLennan County:

- * In-county service call \$50.00
- * Out of county service call \$75.00
- * Labor \$75.00 per hour—half hour minimum
- * Parts and materials according to cost

Service Cancellation policy:

True Blue Pool Care will never require you to sign any binding contract for service or maintenance. We do not believe that tying our customer down to a contract is necessary in order to have them keep us coming back. We rely solely on quality service and amazing customer relations.

We are bringing old fashioned business back to business. Having said this, in order to cancel service please feel free to call James at 254-931-4514 at any time to cancel services. True Blue Pool Care will continue service until the last paid month has ended unless told otherwise. True Blue Pool Care does not have any obligation to pay a refund in the event of a cancellation unless agreed upon in writing.

For Billing Questions please text, email or leave a voice message with Ashley at:

Email: Ashley@truebluepooltx.com

Cell: 254-366-3907

For Maintenance, Billing and Job Opportunities call James:

Cell Text preferred or Call: 254-931-4514

Email: James@truebluepooltx.com

Thank you again for being our customer, we look forward to a long relationship with you!

James and Ashley Garakani