



**WHAT’S IN A POOL CRAFT OPENING?**

As the 2019 opening season is almost upon us, Pool Craft would like to share the following pool opening information to ensure your experience with us goes as smoothly as possible.

As a reminder, openings will begin once the ice has completely thawed, but we know how busy life gets so we want to extend the courtesy for you to schedule your 2019 pool opening now. Please call (905) 884-2720 or email us at [service@poolcraft.ca](mailto:service@poolcraft.ca) and we can happily schedule your appointment for you.

**\* Pool openings scheduled after the second week of June will be subject to additional charges. \***

To prevent unnecessary costs and delays in your pool opening experience, please be sure to read the following summary which outlines:

- A. *Pool Craft’s Gold Opening Package Details.*
- B. *Important details related to what you need to know BEFORE your pool opening.*
- C. *Important details related to what you need to know AFTER your pool opening.*

**A) POOL CRAFT GOLD OPENING PACKAGE \$375 + HST**

SERVICES	INCLUDED IN GOLD OPENING	NOT INCLUDED IN GOLD OPENING
Pump off cover and remove	✓	
Wash, fold, and store cover in garage	✓	
Drain, clean, and store water bags (if necessary.)	✓	
Re-assemble filtration equipment	✓	
Re-install deck equipment	✓	
Clean scum line	✓	
Add shock treatment	✓	
Start up system *if possible at time of opening	✓	
\$75/\$95 fee to start system after opening	✓	
1L concentrated algaecide	✓	
Pool vacuuming		<b>X \$70</b>



Salt cell & cartridge cleanings		\$45 X \$150 X
Stain preventer is additional		X \$15.99
Salt bags		X \$12.99
Additional cost to treat and clear pools with algae		X P.O.R.
Heater start-up & service		X \$150

**HERE'S A CHECKLIST OF WHAT TO REMEMBER:**

- Water should be turned on prior to scheduled opening date.
- Outside electrical breaker should be turned on.
- For salt water pools, Pool Craft will provide 4 bags of salt for you at \$12.99 plus HST per bag.
- Pool Craft will add 2 bags to the pool and leave 2 bags on site. If you do not require salt you must specify this when booking the opening otherwise the salt will be added and the cost of salt will be added to your opening invoice. All salt systems will be plugged in by our technicians and set to 0% chlorine production. It is the responsibility of the homeowner to set the chlorine production themselves to their preferred setting. If you are unfamiliar with this process, please contact our office for assistance.
- Please do not adjust the chorine production until the water temperature has reached a minimum of 65 degrees Fahrenheit.**

**B) WHAT YOU NEED TO KNOW BEFORE OPENING YOUR POOL – 3 STEPS**

**STEP #1: SCHEDULE YOUR OPENING DATE**

You can do this by email, [service@poolcraft.ca](mailto:service@poolcraft.ca) or by calling our office at (905) 884-2720.

Please note every pool opening is unique and takes varying amounts of times to complete, we can only provide you with appointment dates, not specific appointment timeframes. The good news is, it is not necessary for customers to be home at the time of opening so you won't have to worry about waiting around for our crews to show up.

When booking your opening, please be sure to detail which extra services you would like us to provide (e.g. pool vacuuming, heater service, etc.). This will help us significantly with planning your opening and showing up prepared for exactly what you have requested.

**Victoria Day long weekend, is a popular time for pools to be opened so be sure to schedule your pool opening no later than May 3rd, 2019 to ensure your pool is operational for this weekend!**

Pool Craft will do their best to ensure your pool is operational for the long weekend, however, if repairs are required, availability of parts could impact the operation of your pool. Please be assured that during this time, we will give priority to getting your pool operational.



## **STEP #2: POOL CRAFT WILL SEND YOU A REMINDER**

Pool Craft will contact you, either by phone or email, 1-2 days before your scheduled opening as a reminder.

For your pool opening appointment to go as smoothly as possible we will need your help with the following details:

- 1. ACCESS:** Please unlock any gates or doors so our crew has access to the pool and pool equipment. If you have keys or combination locks please give the code or location of key to the office.
- 2. WATER:** Please have the outside water turned on. Our crew will require a working hose and water to properly complete the pool opening.
- 3. PARTS:** Please leave all your pool parts, drain plugs, baskets, jets, ladders etc. accessible for our opening crew.
- 4. POWER:** If you have breaker panels inside your home that control the outside pool equipment our crews will require them to be turned on.
- 5. CLEAN YARDS:** To perform the opening safely and properly our crews require the backyard to be clean. For dog owners, please ensure you have cleaned up after your dog before our arrival.

## **STEP #3: HEATER START UPS AND SERVICE**

By law, you must have a licensed gas fitter start the heater. Pool Craft can schedule a heater start-up 1-3 days after your pool has been opened at a cost of \$150 +HST. In the event your heater is not up to code or repairs are needed and it cannot be started you will be charged for the service call and be quoted separately for the necessary repairs. All repairs and pricing must be confirmed by the customer before any work is scheduled and authorized by Pool Craft. This eliminates any billing confusion for our customers and ensure the work is scheduled in a timely manner.

## **C) WHAT YOU NEED TO KNOW AFTER OPENING YOUR POOL – 4 STEPS**

### **1) OPENING CHECK LIST:**

Upon completion of the opening, you will be emailed an "Opening Check List". This check list will give a summary of what was done. If any problems arise, the crew will note what the issue was, and the office will contact you to schedule service if needed.

### **2) SERVICE & REPAIRS:**

Any service or pool repairs needed will not be done at the time of the opening. If the opening crew finds any items that require service, the issues will be detailed on your "opening check list" and our office will contact you to schedule a follow-up appointment at a cost of \$99 +HST.

### **3) YOUR TURN... TIME TO FILL & START THE POOL:**



To ensure your pool gets started, it is the home owner's responsibility to fill the pool to the proper start-up level. As a measure of safety, we do not leave hoses running in pools unattended. Pool Craft will start up your pool at time of the opening provided your pool has a dedicated main drain line, the water level is at the appropriate start up level and there is no service issues with the pool equipment. For pools that are not able to be started at the time of the opening Pool Craft can return to start up your pool at an additional cost of \$75 plus HST. Included in the start up is a test and balance of the water. For more complex pools that have automation, water features an advanced start up can be booked which includes the programming and set up of pool automation, checking and testing of all water features as well as everything included in the standard start up. Please note that balancing chemicals needed to adjust pool water will be billed additionally if applicable.

After your pool opening is complete it is imperative to fill your pool to the top of the skimmer mouth opening in order for the pool to be started. You can contact us to book a start-up or start the pool yourself.

All Platinum customers receive an initial vacuum, pool start up, and heater start up as well as all opening related chemicals with their package!  
Contact us today to sign up for our Platinum Package

#### 4) SALT CHLORINE GENERATORS:

For pools with salt chlorine generators, all salt systems will be plugged in by our technicians and set to 0% chlorine production. Customers should turn the cells on and adjust them to the appropriate percentage once the water has reached operating temperature of 65 degrees Fahrenheit. If you are unfamiliar with this process, please contact our office for assistance.

We realize this is a lot of information so if anything is unclear, please reach out to us by email [service@poolcraft.ca](mailto:service@poolcraft.ca) or by phone (905) 884-2720 during regular business hours. This includes scheduling any future service, openings, closings or warranty-related matters for your pool equipment.

### KEEP IN MIND... WE CAN KEEP YOUR POOL CLEAN

Call (905) 884-2720 or reach out directly to Meagan by email [meagan@poolcraft.ca](mailto:meagan@poolcraft.ca) to sign up.

### ★NEW SERVICE PROVIDED BY POOL CRAFT★ CHEMICAL DELIVERY★

Too busy to buy chemicals, Pool Craft now provides delivery of pool chemicals or accessories for the upcoming season at time of pool opening. All chemicals and accessories delivered at pool opening will receive a discount of 15%\* - This discount does not apply to salt orders.

We'd like to take this opportunity to thank you for your continued business.

Please be sure to visit our newly designed website [www.poolcraft.ca](http://www.poolcraft.ca) to join our mailing list to receive special offers, discounts and information about your pool. Our new website contains



**detailed information about our products, services, and pricing that is user-friendly. Now, all your swimming pool needs are just a click away!**

**Looking forward to another great season in 2019!**