



POOL CLOSING INFORMATION LETTER

This document will help clarify the pool closing procedure and what additional services you may be interested in at time of closing.

PRIOR TO CLOSING THE POOL:

1. **Schedule your closing.** You can do this either by email, service@poolcraft.ca or by calling the office. Please note that **we do not give appointment times**. Every closing is unique and will take a different amount of time to complete. Some jobs can take much longer than others.

It is not necessary for customers to be home at time of closing. Our closing crews have a very busy schedule during our closing period and are not able to teach you how to close a pool. When booking the closing please let us know what extra services you would like e.g. pool vacuuming, salt cell and/or cartridge cleaning, etc. which are explained later in this document.

In addition, please have a credit card available and we will process your closing upon completion.

2. **One week before** the scheduled closing we highly recommend you have your pool water analyzed. It is **very important** that all of your levels are balanced before shutting the pool down for the season to avoid any issues at time of opening.

3. **Pool Cleaning** – we **do not include pool vacuuming** as part of our closing package. We recommend that the pool be as clean and clear as possible before it is closed. Have your pool cleaned a day or two before the closing date. You can book us to clean your pool at time of closing for an extra charge **(\$70.00) + HST**. The condition in which you close your pool will not improve over the winter, this is why we recommend cleaning the pool prior to your closing date, to prevent any unwanted staining.

4. **Winterizing items** - Please ensure all items/parts are left out for our closing crews the morning of your scheduled closing.

EXTRA SERVICES:

- **Pool vacuuming is not included** with our closing package. If you would like us to clean your pool for you at time of closing the charge is **\$70.00 + HST**. If you would like to have your pool cleaned at the time of closing, please let us know when you schedule your closing. Pools with algae or large amounts of debris and foliage will be subject to additional charges.

- **Salt cell and cartridges** - For those of you with salt systems and/or cartridge filters we offer a cleaning service for these items. Cost for those are as follows. **Salt cell cleaning is \$45.00 + HST**. Cartridge cleaning is **\$150.00 + HST**.

**** It is important when booking your closing that you let us know if you DO NOT want us to take your salt cell and/or cartridge filters. If this is not specified these items will be taken by our crew and you will be charged accordingly. ****





For those of you that would like us to take these items for cleaning they are brought back to our shop, cleaned and stored over the winter. The salt cells and cartridges will be re-installed at time of opening.

If we are not opening the pool for you in the spring, please contact the store to make arrangements to have your cell and/or cartridges picked up once they have been cleaned. Cartridge filters will be inspected before cleaning and depending on the age and condition of them it may be recommended that the filters be replaced rather than cleaned. You will be contacted by our office if this applies to you and given a price for replacement cartridges.

If you decide not to follow our recommendation, we cannot be responsible for filtration issues in the spring and any service call required to deal with the defective filters will be billed accordingly.

THE POOL CRAFT WAY:

- 1.** We will contact you by phone or email a day or two prior to your closing as a reminder. We will leave instructions as to what we will need, such as leaving gates unlocked, having your pool cleaned and balanced, access to a garden hose and running water.
- 2.** Upon completion of closing, you will be emailed a **"Closing Check List"** You will get a copy and the office will receive a copy. This check list will give a brief summary of what was done. On the checklist you will find a "notes" section. If any problems arise, the crew will write what the issue was, and the office will contact you, to make arrangements to correct the issue, if needed.
- 3.** Salt cells and cartridges - As stated above these items, unless instructed otherwise, **will be brought back to Pool Craft for cleaning.** These items need to be cleaned every season so we recommend you allow us to provide this service for you. After cleaning, cartridges and salt cells will be stored at Pool Craft and we will re-install them at **the** time of your pool opening.

EXTRA SERVICES:

Moving forward: For any service inquires Geoff Doherty can be reached at the office any time or by email, during business hours. This includes scheduling any future service, openings, closings or warranty related matters with your pool equipment. **The office number is (905) 884-2720** or by email service@poolcraft.ca. If Geoff isn't available for any reason you can ask for Meagan or email her at meagan@poolcraft.ca

If you are interested in signing up for our pool maintenance or Platinum Service Package next spring, please send your inquires to Meagan at meagan@poolcraft.ca

Thank you for your business and we look forward to another great season in 2020!

