



Dear Valued Customer,

Pool Craft would like to share the following 2021 pool opening information to ensure your experience with us goes as smoothly as possible.

To ensure the safety of our customers as well as our staff, we are asking our clients to remain indoors when we are on site servicing the backyard. For any questions or concerns regarding your service or our procedures surrounding Covid-19 safety, please email service@poolcraft.ca or contact us at **(905) 884 2720**.

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 \$405 + HST

Services	Included with Gold Opening	NOT Included with Gold Opening
Pump off cover & remove	✓	
Wash, fold, and put away cover	✓	
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*	✓	
1L concentrated algaecide	✓	
Pool vacuuming		✗ Starting at \$75 + hst
Salt cell & cartridge cleanings		✗
1L Cop-Out metal stain preventer		✗ \$15.99 + hst
Salt bags		✗ \$12.99 + hst / bag
Additional cost to treat and clear pools with algae		✗ P.O.R
Heater start-up & service		✗ \$165 + hst



HERE IS A CHECKLIST OF WHAT TO REMEMBER:

- Water should be turned on prior to scheduled opening date.
- Outside electrical breaker should be turned on.
- For saltwater 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.
- For salt cells: Please do not adjust the chlorine 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

If you have not, you can do so by emailing service@poolcraft.ca or by calling our office at (905) 884-2720.

Please note that every pool opening is unique and can take varying amounts of times to complete. We are only able to provide you with appointment dates, not specific appointment times or windows. With this in mind, please note that 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 1st, 2021 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 send you an 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, a homeowner or a licensed gas fitter are the two parties who are allowed to touch your pool heater. Pool Craft can schedule a heater start-up to take place after your pool has been opened and is running. Cost for this service is **\$165 + HST**. This will only be scheduled upon request so be sure to note this when booking your opening.

In the event your heater requires repairs, a return trip is needed and/or 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 ensures the work is scheduled in a timely manner.



C. WHAT YOU NEED TO KNOW AFTER OPENING YOUR POOL – 4 STEPS

1) OPENING CHECKLIST:

Upon completion of the opening, you will be emailed an "Opening Checklist". This checklist 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 that you require 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 checklist" and our office will contact you to schedule a follow-up appointment.

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

To ensure your pool gets started, it is the homeowner'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 are 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 **\$85 plus HST**. Included in the start-up is a test and balance of the water. For more complex pools that have automation and/or water features, an advanced start up can be booked at a cost of **\$99 + HST**. This would include 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, heater start-up & cleaning, 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 at service@poolcraft.ca or meagan@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 to sign up.

We'd like to take this opportunity to thank you for your continued business. Looking forward to another great season in 2021!

Sincerely,

The Pool Craft Team