

# NEWSLETTER

January 2009  
Happy New Year!

## ADDRESS

13663 Jupiter Road, #403  
Dallas, TX 75238-2460

## Phone #'s

214.349.6100

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**Emergencies:** In the event of an after-hours emergency (*pump running unprimed, major water leak at equipment, very loud or unusual noises*), call our regular number and follow the instructions on the message.

**Non-emergencies:** If you are experiencing a pool problem that can wait until the office reopens, simply leave a message on the general voicemail.

## OFFICE STAFF

**Ken** - Business Manager  
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**We believe our first responsibility is to make pool ownership enjoyable for our customers.**

**We believe this can best be achieved by consistently providing professional service at the highest quality at a fair price, giving special attention to each customer's needs.**



Members of the Better Business Bureau in good standing. BBB Accredited. A+ Rating

# Tropix News

## SUMMER ONLY CLEANING SERVICE? THAT'S CHEAPER FOR ME, RIGHT?

Tropix is well aware of the financial strains that many individuals and even businesses are going through this year. A number of you have had to drop your cleaning service for the winter due to financial strains or even job loss. You may be thinking that it's cheaper too since you're not swimming, right? Let's add it up--it may not always be the case.

The average billing per month on most accounts is \$150. If you were off service for four months, that would save you \$600.

### Some serious issues with that are the following:

1) If you failed to get the leaves out of the baskets for prolonged periods, this could cause your pump to lose prime and in turn cause the pump gaskets and fittings to leak, this allows water to get into the pump motor and can shorten the life of the pump motor or burn it out entirely. The typical cost to rebuild a pump (seal, seal plate, housing gaskets, etc.) ranges from \$150 to \$250. A pump motor replacement can cost between \$350 and \$500 depending on the application.

2) If leaves are allowed to sit on the plaster for any length of time, that can cause a stain or impression. The cost to drain and acid-wash or power-wash the pool to remove staining is anywhere from \$500 to \$700. Some damage caused by organic matter on the plaster can be permanent and very costly.

3) If your pH is not maintained properly even in the winter, that can cause damage to your plaster and plaster wear, also if the pH is not maintained for long periods it will cause scaling (calcium buildup) and/or pitting. Rain will greatly affect the pH of your pool water. The cost to replaster typically starts at \$2500 and up.

4) Our cleaning service prices are annualized based upon the customer being on service the whole year, we use this to keep our monthly rates a little lower and if you go off service during the winter months you will typically pay more when you come back on service. During the summer months we break even or in some cases lose money on chemicals used and we attempt to gain that back during the winter months. Chemical prices continue to rise dramatically as well.

As you can see, it can be much cheaper to have your pool serviced properly year-round. One customer even told me that she couldn't believe that someone would drop for the winter because that's the hardest time to deal with the pool: excessive leaves, cold wet weather, possibility of slipping into the pool, etc. >> Don't spend more money than you have to on your pool. Save money and allow us to keep your pool looking and working great year-round.



## FREEZE How to survive a major freeze

**1) Keep your pool filled with water.** We normally associate excessive evaporation with extremely high temperatures, but the same is true in extremely low temperatures. Low water levels can cause your pool to lose prime and stop running causing freeze damage.

**2) Make sure your pool pump stays on.** If you don't have a freeze-guard, then remove the on/off tabs from the timer. We receive many calls that your system won't shut off. In most if not all cases, it's because you have a freeze-guard and it's doing what it's supposed to. They turn on your system at or around 34-40 degrees (depending on your settings).

**3) Check to see that your skimmer baskets are not full of leaves.** Even if you are on service it is a good idea to check these between visits.

**4) If the pool ices over, break out a three foot semicircle around the skimmer openings and remove that ice.** This will help to keep water circulating through the skimmers. Breaking up the entire pool is unnecessary and would defeat the purpose because it would send large chunks of ice into the skimmers.

**5) If your pool equipment does stop running** and you are unable to make it run again, then the equipment will need to be drained ASAP (usually from a drain on the filter) to avoid freeze damage.

*If you have questions or if problems develop, please call us. We are on-call 7 days a week to handle your pool emergencies.*