

NEWSLETTER

December 2008

ADDRESS

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

Phone #'s

214.349.6100

Fax: 214.349.3898

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
kenz@TropixPools.com

Everett - Service Manager
enel@TropixPools.com

Jonathan - Repair Manager
jonthano@TropixPools.com

Becky - Receptionist
beckyb@TropixPools.com

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 customers needs.



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

Tropix News

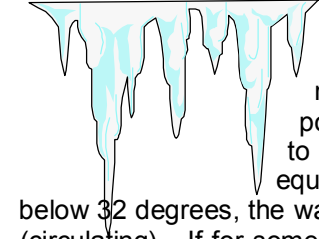
Don't forget about the **SPLASH CARD OFFER**

Despite the decline in economy, Wells Fargo is still offering their no-interest option for swimming pool purchases. This allows you to make any repair or remodel purchase with zero interest and zero payments up to 12 months!!

- ✓ 90 days - no interest - no payments
- ✓ 6 months - no interest (min. payments required)
- ✓ 6 months - no interest & no payments with orders over \$1500
- ✓ 12 months - no interest (min. payments required) with orders over \$3000

The sign up forms and complete details can either be mailed, faxed or e-mailed to you upon request. Or download the forms from www.tropixpools.com/forms

WINTER WEATHER PRECAUTIONS



It's that time of year again. The threat of freezing temperatures will be with us for the next several months. It is very important that pool owners take precautions this time of year to avoid costly freeze damage to their pool equipment. When the air temperature is at or below 32 degrees, the water in the pool equipment **MUST** be moving (circulating). If for some reason it is not moving, it will freeze. The expansion of the ice may damage your equipment and plumbing.

If you are a weekly cleaning service customer with us, we can perform a test to your freeze-guard system at no charge to insure that it is working properly so that when the freezing weather arrives you won't have to worry. Through January 15th if an associated repair (timer or freeze-guard) is approved you will receive a 10% discount off that repair. If you are not currently on-service we can perform this service for only \$35 (through 1/15/09) and still get the discount.

HIDDEN WEB SECRETS

Want to get the scoop on all of the available coupons from Tropix? Go to <http://maps.google.com> and type in Tropix Pools. Then click on "coupons". If you've had a good experience with Tropix, click on "reviews" and write a comment. We'd appreciate it. Thanks!



NOW IS THE PERFECT TIME

While the swim season for most has been put on hold, that means that this is the perfect time to do some remodeling of your pool and backyard. Many of you have noticed that your plaster is becoming rough, tiles coming off, loose coping stones. We can handle it all plus adding features, decks, fencing, etc..



Turn Blah into Beautiful

We can offer you a free and friendly estimate to assess the needs of your pool and provide you with unsurpassed quality in renovating your pool and backyard. Call today to schedule an appointment. 214.349.6100 or info@tropixpools.com

GOOD NEWS

We are all rejoicing that gas prices have fallen dramatically. For those of you that are on-service with Tropix we have lowered the fuel surcharge down to \$1.90 (from \$4.83). We are doing our part to lessen this current economic strain on us all.

More Tropix Topics

High water bills can be caused by many areas of your home. The most common causes are leaky toilets, dripping faucets, pool evaporation, leaks in lawn sprinkler system, water hoses left running, pool auto-fills sticking, long showers, and many more.



WHAT DOES THIS DRIP REALLY COST ME?

Also, on occasion your pool might need to be drained for various reasons. This is sometimes needed when plaster or skimmer repairs are needed. Partial or full draining is needed as well when your stabilizer level reaches over 100 ppm. Stabilizer is part of the makeup of most chlorine tablets. We check this once per month.

Each city has their own water rates and variables. Assuming the average home uses 6000 gallons per month (without figuring in any pool water) the prices are listed below. If the average size residential pool is approximately 20,000 gallons, the average cost to refill a pool then would cost approximately \$77.70. In some cities this amount may increase

based on sewer charges and other variables. For instance, Garland has a 17,000 gallon cap each month. Therefore, contact your city for exact pricing.

	6000 ave. per 1000 gal.	Up to 26,000 gallons	Drip 750 gallons	Dribble 3000 gallons	Refill 20k
Dallas	\$2.80	\$5.02	\$2.10	\$8.40	\$100.40
Richardson	\$2.95	\$4.05	\$2.21	\$8.85	\$81.00
Garland	\$4.07	\$4.07	\$3.05	\$12.21	\$81.40
Frisco	\$2.28	\$2.98	\$1.71	\$6.84	\$59.60
McKinney	\$2.88	\$3.50	\$2.16	\$8.64	\$70.00
Allen	\$2.36	\$3.69	\$1.77	\$7.08	\$73.80

AVERAGES:	\$2.89	\$3.89	\$2.17	\$8.67	\$77.70
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Average home water usage
(aver. 200 gallons per day)

Usage	Gallons
Showering wet down, soap up, rinse off	4
Brushing teeth wet brush, rinse briefly	1/2
Shaving, fill sink basin	1
Washing hands fill sink basin	1
Tub bath minimal water level	10-12
Flushing toilet using a smaller tank	4-6
Dishwashing washing and rinsing in the sink	5
Automatic dishwasher short cycle	7
Washing machine short cycle with minimal water level	27
Outdoor watering average hose	10 per min
Leaks - even a small drip can add up	25 per day

PLUMBING LEAKS: You can easily determine if you have a leak by checking your water meter. Start by turning off all the fixtures and making sure nobody is using the water. Note the meter reading on the dial initially and then again after an hour or more. If there is a change in the reading you have a leak. If your meter has a red low flow indicator, you can quickly identify a leak by just checking to see if it is rotating when you know the water is turned off.

LEAK DETECTION:

If your water usage increases or your water bill is significantly higher, and there have been no changes in your household or water usage habits, you may have a leak. Leaks can be very expensive!

If you suspect that you have a pool leak, we can perform a comprehensive leak detection on your entire pool system (pool and spa) for only \$445 or only \$395 for pool only.

The most common leaks we find are pool light conduits, main drain joints, skimmer and pool return piping joints. From swimming pool cracks to broken pipes underground, the smallest leak or pipe defect is pinpointed with the most advanced, sophisticated electronic devices. Once the leak is located we will give you a report of our findings and a solution to your leak.

TOILET LEAKS: Check the toilets for leakage by squeezing a dozen or more drops of food coloring into the tank. Do not flush the toilet for several hours. Come back and check the bowl, and if any amount of color is in the bowl, the tank is leaking and wasting more than you probably realize. Replacing the seal and/or the arm that holds the chain usually solves this problem.