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The Association of
 Pool & Spa Professionals®
 REFLECT SUCCESS

POOL SERVICE AGREEMENT

Name:		E-mail:	
Pool Address:		City:	Zip:
Cell Phone:	Home Phone:	Work Phone:	
Billing Address, if not same as above:			

Pool Information:

Sanitation: Chlorine / Salt	Filter Type: DE / Cartridge / Sand	Date of Last Filter Clean: ___/___/___
_____ Small < 15,000 gal	_____ Average 15-35,000 gal	_____ Large >35,000 gal
Parking _____	Access _____	Lock/Gate Code _____
Children Y/N ___ Ages _____	Dogs Y/N _____ Friendly Y/N _____	Notes: _____

Please Select Type and Frequency of Service – See Menu for Details:

_____ Diamond (Hands off Maintenance)	_____ Platinum	_____ Gold	_____ Silver		
_____ Weekly	_____ 2x Week	_____ 3x Week			
Other – (fountains, separate Jacuzzi, special requests):					
Preferred day of week – number in order of preference: *	___ MON	___ TUE	___ WED	___ THU	___ FRI

Chosen Day is not Guaranteed

Recommended Pre-Approved Maintenance – Check any that you wish to pre-approve and note requested date:

_____ “Hands Off” Program (included with Diamond Service / See menu for details) - \$599 year
_____ Twice a year Filter Cleaning (DE Filter) OR 3X a year Filter Cleaning (Cartridge Filter) - \$135.00 each visit
_____ Twice a year Salt Cell Cleaning - \$125.00 each visit (\$90.00 if bundled w/Filter Cleaning)
_____ Annual Heater Inspection & Maintenance - \$175.00 (\$140.00 if bundled with above service)
_____ Lubrication / inspection of all serviceable valves including backwash valve - \$90.00 (\$75.00 if bundled with any above)
_____ Test Freeze Protection device - \$90.00 (\$75.00 if combined with any above)
Requested 1 st maintenance visit date: / /
Maintenance/Repair work whose cost is less than \$_____ may be performed by Tropix Pools without Customers explicit authorization. Work which is estimated to cost more than the above amount shall be authorized by Customer before it is completed

*We will make every effort to accommodate customers preferred day of the week, however we reserve the right to perform services on an alternate day if necessary. We will make every effort to communicate any variation from norm, but are not required to do so.

Office Use:

Pump 1 _____	Heater _____	Cleaner _____
Pump 2 _____	Sanitizer 1 _____	Lighting _____
Pump 3 _____	Sanitizer 2 _____	Blower _____
Filter _____	Controller _____	Other _____

Service Terms:

Initial Start Up – There may be additional fees charged based on the time and materials required to prepare the pool for regular maintenance service. The estimate for this service will be provided prior to commencing service.

Pool Operating Equipment and Condition – Our ability to deliver the services agreed is contingent upon the customer keeping the pool and all of its equipment in proper working order. If there are equipment failures or deficiencies we will notify customer and offer to send a certified Repair Technician to diagnose the problem and provide estimated cost of repair. Repair does not have to be provided by Tropix Pools but in order to perform agreed service, the pool must be in proper working order. You will continue to be billed for service during this time. Should pool require additional time and materials to return to regular maintenance conditions additional fees may apply.

Maintaining Proper Water level – It is the customer’s responsibility to maintain proper water level. If water is low on service day, equipment will be turned off and the pool technician will note on the service ticket to add water. Failure to maintain proper water level may result in serious damage to pool equipment. Pool technician will not add water to customers pool due to timing (may take hours to fill) and risk of overflow.

Pool Access – It is the customer’s responsibility to provide access to pool on regularly scheduled day or if notice is provided of an alternate day. If for some reason, such as illness, family emergency, automobile accident or trouble, etc. your pool technician is not able to service your pool, service will be provided by another pool technician. We will attempt to advise you of these situations, but due to timings, are not required to. If you currently have a locked gate, a combination lock is preferred. If a key lock is used, we will need be provided with two working keys for each lock. If we arrive on the regular scheduled service day and we are not able to access the pool, there will be no credit for this missed visit. **If we must return before the next scheduled visit, a \$25 return trip fee will be assessed.**

Holiday Service - If the service date falls on a holiday, service may be conducted 1-2 days before, or after, normally scheduled day. During the week of Thanksgiving, Christmas, and/or New Years, only PARTIAL service will be completed due to time constraints. This will be Chemicals/bags/baskets and equipment check. There will be no change to normal charges or refunds for this service.

Severe Weather/Freeze Checks – In the event of Severe weather or temperatures below 35 degrees, we will perform a chemical/bags/baskets and equipment check. No refunds will be provided for this type of visit.

Dogs and Other Pets – It is the customer’s responsibility to ensure their pets are properly arranged for on the normal day of service. Please ensure that they are in the house or in their kennel/crate on day of service. We are not responsible for pets that escape on normal day of service. If we cannot access pool due to hostile dog(s), no refunds will be provided and if we must return before the next scheduled visit, **a \$25 return trip fee will be assessed.**

Contact – Customer agrees to provide Tropix Pools with adequate contact information (home, work, cell phone numbers and valid email address). Customer agrees to respond in a timely manner to all contact regarding pool and equipment condition, repairs, service, and billing questions.

Payment Terms:

Billed at the end of the month for the upcoming months service

Payment Options:

Auto Pay – Credit or debit card automatically billed each month – Can choose 1st or 15th

Advance Pay – Pay 1 year in advance and get a discount (\$60 for Silver, \$120 for Gold-Diamond)

Pay invoice upon receipt – late after last day of month

LATE FEE of \$25 and immediate suspension of service until balance is paid – We will NOT continue to service your pool if you have not paid for the previous month

Repair and remodel services, Equipment installation or replacement service balances are due in full upon completion, Customers have ten (10) business days to submit payment in full. **Late fees of 5% per month will be applied to all past due balances for these services.**

Changes or Amendments – Changes to the agreement, including payment terms can be made by us as well as amendments to this agreement, at anytime, provided we give Customer at least 30 days notice before the beginning of the billing period in which the change or amendment becomes effective.

Cancellation – Tropix Pools or Customer can cancel or change service at any **time by providing 30 days written notice.** Tropix Pools reserves the right to cancel service without notice if Customer does not make payment as agreed.

Please select Payment Option:

Auto Pay - (Please Circle): 1st or 15th

Advance Pay 1 Year - \$120.00 Discount for Gold-Diamond or \$60.00 Discount for Silver

Invoicing Preference (Please Circle): Mail Invoice or E-Mail Invoice

Tropix Pools requires a credit or debit card on file for each customer.

Name on Credit Card: _____ Credit Card Type: _____

Card Number : _____ Exp Date: ____/____ CVV Number: _____

Credit Card Billing Address: _____ City: _____ State: ____ Zip: _____

Monthly auto charge service payment will be processed on the final business day of each month for the upcoming month’s service

I understand and accept the terms and conditions. I hereby authorize you to do the work and agree to pay according to the terms outlined in this agreement.

Customer Signature: _____

Date: _____