



Welcome to Desert Designz Pool Care and Repair llc. I have sent this letter to all customers of DesertDesignz Pool Care & Repair llc as a general service agreement and understanding of what to expect from me and what I need from you in the 2025 season.

2025 will be my 21st year in the pool industry. I believe my experience, reliability, trustfulness, and transparent communication have put my quality of service well above other companies. I have general liability insurance for the business which protects you, your property and myself from any unforeseen misfortune. This does not cover repairs or parts. I have also setup the Poolbrain app to help assure the job is being done right and on time with weekly reports and monthly invoicing options. In 2023 I became a nationally certified pool and spa operator (CPO) and I take this title seriously, with honor and pride. I will offer you what I believe to be the best course of action for your pool. CPO certification is not required in AZ but proves my professional commitment to you, your pool and the promised services. In 2024 I completed all the requirements to become a licensed contractor in the state of Arizona with a R-6 license. ROC# 350623

Starting January 2025, the base price for pool service for new customers, including basic chemicals, will be \$155 a month. Diving pools will be \$165 a month. Spas on the same system will be included but separate spas using separate chemicals or equipment will be \$20 more a month. Pools with a lot of grass, trees or dirt around them will have an extra \$10 or more added to the total as well. I do offer a senior(62+), military, veteran, first responder or teacher discounts of \$10 a month, please mention if you qualify for one of those discounts. Only 1 discount applies per customer. Discounts do not apply to repairs or filter services.

These prices are based on the following criteria.

- The pool must have a working cleaner system either working popup heads or a vacuum.
- The yard is kept neat and cleaned and not over grown trees, shrubs, grass or weeds.
- Phosphate remover will be included 2x a year for full service accounts. If more is needed, a \$5 per ounce fee will be added. If you wish to provide your own phosphate remover please ask me for information.
- Access to the pool via key or gate combos. If the gate is locked on your service day and nobody answers the door, no discounts will be given unless notice is given beforehand.

- The average pool cleaning time is 10 minutes. Some weeks may be shorter than that. Weather and or seasonal tree droppings could require more time but 30 minutes is the maximum. If the pool requires more service, additional trips will be offered for a separate fee.
- Chemicals included are chlorine tabs, up to 3 per week for smaller play pools and upto 4 per week for larger diving pools. Other chemicals included are, up to 1 gallon of liquid chlorine or 1lb of shock per month. Up to 1 gallon of acid per month. Two phosphate remover treatments a year. Any additional chemicals will be charged at the going price of the product at that time or the option to provide your own chemicals and left on site. If you wish to provide these extra chemicals, please let me know.
- The billing cycle will be based on a 4 week month. The reason for this is there are a 4-5 months a year when your pool will receive 5 cleanings. I do not charge extra for those extra days. Because I do not bill extra for the months that have 5 service days, your invoice for each of these months will remain the same. To balance this out there will be 4 weeks a year that I will be taking time off. The weeks of Thanksgiving and Christmas will remain off weeks. The third week will be of my choosing but notification will be given in advance. The 4th week is reserved for sick days or emergencies. I will try my best not to schedule time off during the peak summer months. If for any reason you need me to skip your pool for a week or more, please notify me before I come to your property and a 25% discount, per week, will be removed from your monthly invoice. If you experience any pool related problems during any of these times, turn off the power or circuit breaker to the equipment.
- I do not charge late fees but your service will be paused if your payment is later than 2 weeks.
- Each week I will clear debris from the pool (90% or better), check and or empty baskets, check and adjust chemicals, brush steps and side walls and will backwash as needed. Vacuuming is as need.

This notification is to help clarify what is expected from both DesertDesignz LLC pool technicians and from the customers of DesertDesignz llc. My goal is to provide the highest quality of service to you and your pool. By choosing DesertDesignz llc you are supporting a small business and a family. By staying a small, single pole operation, I can provide better quality pool service and treat each customer's individual needs.

If you have any questions or concerns regarding this notice please contact me ASAP. Thank you for all of your support.