



## **POOL CLOSING INFORMATION LETTER**

This document will help clarify the pool closing procedure and what services are not included with a typical pool closing.

**WHAT IS INCLUDED?** As part of your pool installation agreement we have included the closing and winterizing of the pool. There are however some services that we recommend or offer that are **NOT included**, and if you choose to go with them **you will be billed** accordingly.

**Pool vacuuming** is **NOT included** with our closing package. If you would like us to clean your pool for you at time of closing the charge is **\$65.00 + HST**.

**Salt cell and Cartridges**-For those of you with salt systems and/or cartridge filters we offer a cleaning service for these items. Cost for those are as follows. Salt cell cleaning is **\$45.00 + HST**. Cartridge cleaning is **\$90.00 + HST**. It is important when booking your closing that you let us know if you **DO NOT** wish us to take your salt cell and/or cartridge filters. If not specified these items will be taken by our crew and you will be charged accordingly. For those wanting us to take these items for cleaning we will bring them back to our shop and they will be cleaned and stored over the winter. The salt cells and cartridges will be re-installed at time of opening. If we are not opening the pool for you in the spring, please contact the store to make arrangements to have your cell and/or cartridges returned to you after they have been cleaned.

### **PRIOR TO CLOSING THE POOL:**

1. **Schedule your closing**- You can do this either by email, [service@poolcraft.ca](mailto:service@poolcraft.ca) or by calling the office. Please note that we do not give appointment times. Every closing is unique and will take a different amount of time to complete.. It is **not** necessary for customers to be home at time of closing. Our closing crews have a very busy schedule during our closing period. They will be able to answer some general questions you may have regarding some of the closing procedures but unfortunately due to time restraints they won't be able to walk you through the closing step by step. **When booking the closing please let us know what extra service you would like** e.g. pool vacuuming, salt cell and/or cartridge cleaning. etc.
2. **One week before** - The week before your scheduled closing, we highly recommend you have your pool water analyzed. We do water testing at Pool Craft if needed. It is very important that all of your levels are balanced before shutting the pool down for the season.

3. **Pool Cleaning** - We **do not include** pool vacuuming as part of our closing package. We recommend that the pool be as ***clean and clear as possible before it is closed***. Have your pool cleaned a day or two before the closing date. You can book us to clean your pool at time of closing for an extra charge **(\$65.00) plus HST**. The condition in which you close your pool will not improve over the winter, this is why we recommend cleaning the pool prior to your closing date, to prevent any unwanted staining.
4. **Winterizing items**- Since this is your first closing, Pool Craft will bring all of your required winterizing items such as winterizing plugs, pool cover, plywood to cover steps etc. For future closings we will need all of these items to be left out for the closing crew so it is ready for them upon arrival.

### **THE POOL CRAFT WAY:**

1. We will contact you by phone or email a day or two before your closing as a reminder. We will leave instructions as to what we will need, such as leaving gates unlocked, having your pool cleaned and balanced, access to a garden hose and running water.
2. Upon completion of closing our crews will leave you a **"Closing Check List"** You will get a copy and the office will receive a copy. This check list will give a brief summary of what was done. On the checklist you will find a "notes" section. If any problems arise, the crew will write what the issue was, and the office will contact you, to make arrangements to correct the issue, if needed.
3. Salt cells and cartridges- As stated above these items, **unless instructed not to be taken, will be brought back to Pool Craft for cleaning and you will be billed accordingly**. These items need to be cleaned every season so we recommend you allow us to provide this service for you (again, this is a chargeable call). After they have been cleaned they will be stored at Pool Craft and we will bring them with us and re-install them at time of your pool opening.

**Moving forward:** Now that you have gone through the construction process of your pool you can contact Geoff for any future issues or service for your pool. Geoff can be reached at the office any time, during business hours or by email. This includes scheduling any future service, openings, closings or warranty related matters with your pool equipment. The office number is [\*\*\(905\) 884-2720\*\*](tel:9058842720) or by email [\*\*service@poolcraft.ca\*\*](mailto:service@poolcraft.ca) . If Geoff isn't available for any reason you can ask for Cassidy or email him [\*\*cassidy@poolcraft.ca\*\*](mailto:cassidy@poolcraft.ca)

If you are interested in signing up for our pool maintenance or **platinum service package** next spring. Please send your inquires to Cassidy at [\*\*cassidy@poolcraft.ca\*\*](mailto:cassidy@poolcraft.ca)

Thank you for your business and we look forward to another great season in 2015!

**Pool Craft**