



905-668-7431
Starlingpoolsandspa.com
1645 Dundas St W, Whitby ON L1P

Sales



Service



Installation



Since 1974

Pool Opening Service Contract

Please don't hesitate to contact the store during office hours Monday-Friday 9am-5pm should you have any questions or concerns.

Please Note

- ☆ It is recommended to open your pool at least two weeks prior to desired use.
- ☆ Pool water requires a minimum of 48 hours circulation before testing, analysis and treatment to balance.
- ☆ It is not recommended to install solar cover on pool until water has been tested and balanced.
- ☆ The pool opening service is a two day process, services started on Saturday will be completed on Monday (some exceptions may apply). Unexpected issues encountered during service may delay pool opening completion.
- ☆ Starling Pools & Spa service technicians do not start pool heaters as part of the pool opening service. A Heater Clean & Start service may be booked at an additional cost to be performed by a licensed gas technician

The service is completed as follows:

Day 1

- ☆ Drain water off winter cover and remove debris - Pool cover debris will be bagged and placed at the side of the house for disposal by the home owner
- ☆ Remove, clean, fold and store pool cover and water bags etc.
- ☆ Reinstallation of diving board, ladder, lights and return fittings etc.
- ☆ Reconnect pump, filter, heater, chemical feeder or salt system
- ☆ Hose off deck
- ☆ Add shock treatment
- ☆ Turn on hose to raise the water level

Day 2

- ☆ Start up filter system, check and fix any minor plumbing leaks NOTE Pump start up will be done Day 1 if possible
- ☆ Vacuum pool, brush walls and steps
- ☆ Skim water surface
- ☆ Assemble automatic pool cleaner if applicable (will not be placed in pool)
- ☆ Add second shock treatment if necessary due to water clarity and/or colour

Terms & Conditions

1. Every effort will be made to complete work contracted on dates requested, but is not guaranteed. Customers will be contacted if we are unable to perform services on the scheduled date.
2. Customer is responsible for ensuring water has reached operational level (mid skimmer or above to account for backwashing and vacuuming to waste) and is turned off on Day 1. If water level is too high for the hose to be left on without risk of overflowing before the end of workday a note will be left at the residence for the customer to fill prior to Day 2 of the service.
3. It is the customer's responsibility to inform Starling Pools & Spa prior to Day 2 of the pool opening service if water has not reached operational level. An additional fee may be charged if a third trip is required to complete Day 2 of the service due to insufficient water level.
4. Extra charges apply if pool cover is excessively leaf ridden, pool water is excessively green or a second shock treatment is required.

5. Fine debris and sediment stirred by initial vacuuming at the time of opening will resettle within 24-48 hours. A second vacuuming is not included in the pool opening service but may be scheduled as a separate service starting at \$45.
6. Starling Pools & Spa does not guarantee a clear pool after opening, additional vacuuming and shock treatments start at \$45 per visit
7. Power must be turned on to the equipment, the garden hose left out and the water turned on to the garden hose prior to our arrival. If service cannot be performed due to lack of power or water source an additional fee may be charged for the additional trip required and the service will be rescheduled for the next available service appointment.
8. Customer must ensure Starling Pools & Spa service team have access to yard and pool equipment. If access to yard or equipment is not possible at our arrival an additional fee may be charged for the additional trip required and the service will be rescheduled for the next available service appointment.
9. A cancellation fee of \$90 will be charged for services cancelled with less than 24 hours notice.
10. Minor repairs will be completed at no charge. Additional parts and materials required will be invoiced and charged to credit card on file following the completion of the opening service. If other repairs or services are required an estimate will be provided and a service call will be scheduled once the customer has provided authorization to proceed.

Heater Clean & Start

- ☆ Performed by licensed gas technician from Walchuck Heating & Cooling
- ☆ Check for and remove rodents, insects and nests
- ☆ Clean burner - brush and vacuum
- ☆ Check top of heat exchanger
- ☆ Check for leaks and cracks
- ☆ Turn on gas and light pilot
- ☆ Operational and safety checks including pressure switch, high limits and thermostat

Terms & Conditions

1. Repairs and replacement parts required for heater to be operational costing up to \$150 will be completed immediately, invoiced and charged to credit card on file following the completion of the service.
2. For repairs required exceeding a cost of \$150 an estimate will be provided and a service call will be scheduled once the customer has provided authorization to proceed.
3. Service will be performed 3-5 days following the pool opening service.

Payment Terms & Conditions

1. No work will be performed unless payment preauthorization is approved or prepayment in full has been received the day prior to the scheduled service.
2. Valid credit card on file required unless prepaid in full.
3. All outstanding account balances must be cleared prior to the service.
4. Payment is authorized at contract acceptance by customer and will be preauthorized on the credit card on file the day prior to the scheduled service. Payment will be automatically processed following the completion of the service. A copy of the invoice and proof of payment will be provided by email.
5. If opening and closing services are contracted and paid at time of agreement, a 10% discount will be given.