

# **Bi Monthly Water Maintenance Service Information**

## The Service

- Water testing
- Water treatment
- Alkalinity/pH balancing
- System inspection
- Clean waterline and exposed shell surface
- Apply Cover Care to cover (once a month)
- Remove and clean filter

## Contract pricing

- \$125 per month, 6 month contract

## Terms and Conditions for bi-monthly spa service

1. Spa must be located w/I our bi monthly service area.
2. No set time of day for weekly spa service
3. We can not offer service to customers who have to be present during the service.
4. We will make every attempt to perform bi weekly service on the same day of the week. However, the weather or some other uncontrollable factor may delay service. We will make every effort to stay on schedule and return to the normal service schedule as quickly as possible if a service delay occurs.
5. Electrical shut off to spa must be accessible.
6. Price quoted is for bi monthly spa water treatment. The spa must be filled with water and in good working order when we arrive to perform the service. For customers with new spas that have not yet been filled, there will be a set up fee of \$100 to fill spa and add startup chemicals. Customer with spas that have been empty for an extended period of time will be charged for cleanout and setup of their spa on a time and materials basis (there will be a 3 hour minimum at \$100/hr.)
7. The first month service fee must be paid when the service is scheduled, credit cared, check or cash. Monthly service fees will be billed to the customer's credit cared or payment may be a made in advance by check or cash.
8. The initial biweekly spa service agreement is for a period of six months. After that period the contract will revert to a month-to-month agreement and may be cancelled by the customer at any time.

# **Bi Monthly Maintenance Service Information**

Customer Name:

Date:

Address:

City:

State:

Zip code:

Home Phone:

Cell:

Bus.

Spa Model:

Model Year:

Siding color:

Chem. System:

California Custom Spas agrees to perform the following service every other week.

1. Balance spa water and perform needed chemical treatment.
2. Clean waterline and exposed shell surfaces.
3. Clean and inspect filter system.
4. System inspection.
5. Clean and apply Cover Care to cover (monthly)

Customer is responsible for supplying chemicals to technician for bi monthly service. Chemicals can be purchased and delivered for free when technician comes out for service.

1. This agreement is limited to only the aforementioned items and does not include any service or repair to the spa and/or accessories. Those items will be preformed and supplied at additional cost at the prevailing part and labor rates.
2. We cannot confirm our services for any specific time of day, bi weekly maintenance will be performed on the same day each week unless weather or some other uncontrollable factor inhibits our ability to perform this service.

3. Our technician will need access to an outside water source and the spa's electrical shut off.
4. We cannot be required to service a spa only at times when someone is present. We will need access to the spa between the hours of 7am & 6pm.
5. By signing this agreement the customer acknowledges they have properly maintained their spa and accessories in strict accordance with manufacturer's guidelines. Proper Chlorine, Bromine, Natural Water Treatment & Conditioner, pH levels have been maintained according guidelines established by spa chemical companies.
6. A service fee of \$\_\_\_\_\_/month for bi monthly service.
7. The first month spa service fee must be paid at the time the spa service is scheduled. A six month minimum contract is required for all bi monthly spa service customers.
8. At the end of the stated service period this agreement will revert to a month-to-month agreement. At that point the customer may cancel the contract at any time.

Accepted to and accepted by:

X \_\_\_\_\_

California Custom Spas

X \_\_\_\_\_

Customer

## **OPTIONAL SERVICE AUTHORIZATION**

Customer authorizes California Custom Spa to provide necessary repair and re-stocking of chemicals during regular service visits. Customer authorizes California Custom Spas to charge for parts and labor up to \$\_\_\_\_\_. Any amount above will require prior customer approval.

Please charge my Visa/Mastercard/Discover/AMEX card.

# \_\_\_\_\_

Expiration Date: \_\_\_\_\_ V-code \_\_\_\_\_

X \_\_\_\_\_

Date: \_\_\_\_\_

Customer's signature

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