

# **Spa Cleanout Service Information**

## **The Service**

- Empty spa and refill with water.
- Scrub and clean shell surface.
- Clean and inspect filter system.
- Fill spa and add chemicals
- Balance Alkalinity/pH
- Complete 10-point inspection and check-up of spa equipment, plumbing & other apparatus (expertise in California Custom Spas).
- Clean and apply protective coating to spa cover
- Make available necessary chemicals and maintenance supplies.

## **Contract Pricing**

- \$235 for one cleanout
- \$205 per cleanout with a prepay for two cleanout services
- \$195 per cleanout with a prepay for three or more cleanout services.

## **Terms & Conditions for Cleanout Service**

1. Spa must be located w/I our cleanout service area.
2. No set time of day for spa Cleanout 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 the Cleanout service on time. 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 Cleanout of a spa this is in working condition and has been well maintained. Cleanout of spas that are not in good working order, or that will require an extra drain and/or refill will be charged on a time and materials basis with a fee of \$100/hr. Hourly fee may also be charged if gazebo or enclosure around/over spa is unkept and must be cleaned.
7. The service fee must be paid when the service is scheduled, credit card, check or cash.

# Spa Clean-out Agreement

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.

1. Empty spa and refill with water.
2. Clean shell surface.
3. Clean and inspect filter system.
4. Balance spa water and perform needed start-up chemical treatment.
5. Complete 10-point inspection of spa equipment, plumbing and other apparatus.
6. Clean & apply protective coating to spa cover.
7. Clean and lubricate accessible diverter valves.
8. Make available necessary chemicals & maintenance supplies.

### Spa Service (circle month or months)

Jan. Feb. March April May June  
July Aug Sept Oct Nov Dec

Customer is responsible for supplying chemicals to technician for Clean-out 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 or day of week of day. Spa service will be scheduled geographically for efficiency purposes during any given week.
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 a clean-out service. This is the price for a cleanout of a spa that has been properly maintained and is in good working order. A spa service that exceeds the standard 2 hr. cleanout time will be subject to an additional labor charge. The hourly rate is \$100/hr. for each additional hour.
7. The Cleanout spa service fee must be paid at the time the spa service is scheduled. Subsequent clean out service fees will be billed to customer's credit card at the time of service.

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 \_\_\_\_\_  
Customer's signature

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



