



Swimming Pool Maintenance Agreement

Welcome to Smith Pools, and thank you for trusting us with your pool. We are a premier service company with expertise in pools. To us, that means dependable care, clear communication, and a team you can feel comfortable reaching out to.

For over 20 years, we have helped pool owners throughout Palm Beach enjoy their pools with greater peace of mind. We are licensed throughout Florida and offer all repair and remodel services in addition to regular maintenance. This agreement explains what your plan includes, how billing works, and what you can expect from us.

1. Your Service Details

This agreement is between Smith Pools, a trade name of Trident Pool Services LLC ("we" or "us"), and the customer who accepts it on our signup page ("you"). Your name, service address, selected plan, and monthly price are shown in your signup and in the confirmation email we send you.

2. Our Service Guarantee

We want you to feel confident in the care your pool receives. If you are not completely satisfied with a service visit, please let us know. We will return within 24 hours or the next business day to address your concern.

3. Classic Plan

Dependable weekly care to keep your pool clean, balanced, and ready to enjoy.

Our weekly service includes the following, with filter cleaning performed on the schedule noted below:

- Netting the surface of your pool.
- Brushing your pool and vacuuming when necessary.
- Testing water chemistry, balancing the water, and treating appropriately.
- Emptying the skimmer basket and pool cleaner (vacuum) canister, if installed.
- Checking pool filter pump operation and notifying you of visible concerns.
- Cleaning the pool filter cartridge every four to six weeks.
- Routine cleaning of pool coping, tile, and grout lines. Repairs and restoration are separate services.
- Keeping you informed with a service report and a photograph of your pool after each weekly visit.
- Customer Portal access that allows you to view and manage your pool account.

4. Signature Plan

Everything in Classic, with added convenience, extra support, and help planning for your equipment's needs.

Signature includes all Classic services, plus:

- Priority scheduling for non-emergency diagnostic and repair appointments, subject to availability.
- One equipment review each calendar year, with recommendations to help you plan for maintenance or replacement.
- Up to two diagnostic visits each calendar year, with no trip or diagnostic charge, for equipment concerns that require a separate troubleshooting appointment. Parts and repair labor are additional, except for small parts covered below. Emergency and after-hours service and specialized leak detection are not included.
- Replacement skimmer baskets, tablet floaters, and other small parts costing under \$50 each, as needed.
- Up to one additional cleaning visit each calendar month, on request. Unused visits do not carry over to later months.

5. Optional Suction Pool Cleaner

If you choose to add a suction pool cleaner, the charge is \$110 per month. We install and maintain the cleaner, including repairs and replacement parts, at no further cost to you.

The cleaner remains the property of Smith Pools at all times, and we have the right to collect it on your last service day. If service ends, please make it available for collection that day. If it is not available, you will be responsible for its replacement cost.

6. Price and Billing

Your plan has a flat monthly rate based on your pool size, whether your pool uses salt or chlorine, and whether it has a screened enclosure. Our office confirms your price before your first visit. If we find that your pool differs from the information provided at signup, we will contact you before any price adjustment applies.

We send your first invoice when we schedule your first service. After that, invoices are issued on the first day of each month and billed in advance. Payment is due upon receipt.

For convenience, we recommend payment by credit or debit card. If you keep a card on file, we charge it automatically on each invoice date.

Service, repair, and remodel invoices that remain unpaid 14 days after the due date are subject to a late fee of 1.5% per month, with a minimum fee of \$10.

7. Price Changes

If your price changes, we will give you at least 30 days' written notice, including by email, before the new price takes effect. If you do not wish to continue at the new price, you may cancel as described in Section 9.

8. Additional Services and Separate Charges

Some periodic maintenance items and services fall outside your monthly plan. We outline them here so you know what to expect. Typical prices are listed below; actual prices depend on your equipment and current costs.

The following recurring maintenance items are billed separately on the schedules described:

- **Pool water stabilizer:** typically \$120–\$150 per semiannual charge, billed April 1 and October 1. These charges cover stabilizer applied as needed throughout the year; application does not necessarily occur on the billing dates.
- **Annual filter cartridge replacement:** typically \$145–\$245, depending on filter size.
- **Annual filter O-ring replacement:** typically \$28–\$45, depending on filter model.
- **Annual heater anode replacement:** typically \$165–\$215, depending on heater model, where applicable.

The following are also billed separately unless expressly included in your selected plan:

- Salt-cell cleaning for saltwater pools.
- **Diagnostic visits:** billed separately under Classic and beyond the two annual visits included in Signature.
- Repairs, parts, and repair labor, except for the small parts included in Signature and maintenance covered by the optional suction pool cleaner service.
- Emergency or after-hours service and leak detection.
- Additional cleaning visits beyond those included in your plan. Storm cleanup following hurricanes, tropical storms, tornadoes, or other natural disasters, and removal of landscaping, pressure-washing, or construction debris are also billed separately.

We will explain the scope and price and obtain your approval before performing separately billed repairs, salt-cell cleaning, or additional cleanup. The recurring maintenance items listed above follow their stated schedules; please contact our office if you would like a current price before they are due.

9. Term and Cancellation

Your service is month to month. You may cancel at any time by giving us 30 days' written notice by email or letter. If you have our optional suction pool cleaner, please make it available for collection as described in Section 5.

10. Caring for Your Pool Between Visits

Water level: Please monitor your pool's water level between visits and add or remove water as needed. Adding or removing water is not included in our service. If we notice a water-level concern during a visit, we will let you know and, when necessary and where your equipment allows, turn off suction from the skimmer to help protect your pump.

Heaters: You are responsible for your heater's settings and for turning it on and off. Operating the heater is not part of our regular service, and Smith Pools is not responsible for heaters left running or the resulting electric or gas charges. If you have questions about your heater controls, please contact us.

11. Getting Started

By checking the agreement box on our signup page, you accept this agreement and enter into month-to-month service with Smith Pools. We record the date and time of your acceptance and the version you accepted, and we email you a copy for your records.

Thank you for choosing Smith Pools. We look forward to caring for your pool and earning your confidence with every visit. If you have questions about your service, equipment, or this agreement, please call us at 561-792-1111. We are here to help.

Smith Pools

408 Commerce Way, Suite 1 • Jupiter, FL 33458
561-792-1111 • smithpools1@aol.com
www.smithpools1.com