
Pool Closing Information Sheet

The following section describes the services that are provided with Breezewood's pool closing service:

- Using our heavy-duty pumps, the pool water is pumped down to just below the return jets (a bit lower for safety cover pools in order to allow room for rain and snow melt to accumulate)
- Fill and lay out water bags (if applicable)
- Backwash the filter (sand filters), or remove and hose-down the cartridges (cartridge filters)
- Using our high-powered blowers that are specifically designed for professional pool services, we thoroughly blow out all return lines, skimmer lines, main drain lines, vacuum lines, slide lines, deck jets, waterfalls, solar heating systems, and any other part of the pool's circulation system, to remove the water from the system as a key part of the winterization process.
- If you have a spa attached to your pool, we can close this as well (additional charges apply)
- Remove all drain plugs from the pool equipment (pumps, filters, heaters, chlorinators, solar heating systems, etc.), and blow out any remaining water from them. Some water will accumulate on the equipment room floor from draining equipment/plumbing, so please ensure the room has adequate drainage.
- Disconnect and clean the salt cell (if applicable) using one bottle of specially formulated Salt Cell Cleaner (this service is included in the pool closing price, but the cell cleaning chemicals are extra)
- Remove all return jets, vacuum line covers, and skimmer baskets
- Remove deck accessories - diving boards, ladders, and grab rails (as applicable)
- Remove pool lights from their receptacles and attach weights to keep them below freeze line (as applicable)
- After blowing out the lines, install the winterizing plugs in all return and vacuum ports
- Install the skimmer protection device (Gizzmo)
- Add winterizing chemicals – one bottle of algaecide, and 4 litres of pool anti-freeze for the skimmer (these chemicals are included in the pool closing price). For pools with more than one skimmer, extra charges will apply for additional bottles of anti-freeze.
- Install the winter cover and ensure that it is secured appropriately (the process varies depending upon which type of cover each customer has)

The following are **NOT** part of Breezewood's pool closing process:

- The team does not vacuum or clean the pool as part of the closing process. However, we recommend that your pool be as clean as possible prior to your scheduled closing date, and that the water be properly balanced. This will help protect your pool and equipment over the winter, and will increase the likelihood of having a clear pool at opening time in the following spring.

Homeowner's Responsibilities (please read carefully):

By 8:00am on the day of your scheduled pool closing, please ensure that the following items have been done in order to facilitate a smooth process:

- Gates to your backyard are unlocked and Breezewood has unobstructed access to the pool area. If you are uncomfortable leaving the gate unlocked, please provide us with a key location or lock combination.
- Pets have been brought inside the house or safely secured away from the backyard area
- All necessary pool equipment is easily accessible and near the pool or in a nearby unlocked shed (winter cover, water bags, winterizing plugs, skimmer Gizzmos, cover Wedgies, step cover, etc.)
- Water to an outside faucet must be on, and a hose that can reach the pool must be connected
- We require access to an active electrical outlet, nearby the pool
- When the closing is completed, we recommend that power be turned off to the pump/filter area for the winter. This is especially important if your system is on a timer so that the timer does not engage and turn the system back on once it's been closed.

Again, we recommend having your pool water professionally tested and balanced a week prior to closing. The pool should also be vacuumed and free of leaves and debris just prior to your closing date. A clean pool with balanced water will make for a much better opening in the spring, and will help protect the liner and pool structure over the winter.

*** Please review the following final section which outlines our billing process ***

Billing Information

Prior to the crew being dispatched to your home, our office will process a pre-authorization on the credit card that we have on file. This is *not* an actual charge to the card, but simply a pre-authorization to ensure that the card is valid, and has sufficient room for the service. The actual charge to your card will not occur until *after* the service has been rendered, and you have been issued a detailed invoice. Some mobile banking apps do not clearly differentiate between pre-authorizations and actual charges, which can sometimes be a source of confusion for the customer.

Upon completion of your pool closing, we will send you the detailed invoice via email. The charges will then be automatically applied to your credit card that is on file. Any non-refundable deposits previously made will automatically be applied to the invoice balance. If you would like to use a different card or payment method, please contact the store on or prior to your closing date. If you have any questions or issues with the invoice, please contact the store within seven days to discuss it with the store manager.

Please report any issues or deficiencies with your pool closing within seven days following the closing date. Our pool closing service does not include ongoing maintenance of the winter cover. We are not responsible for winter covers that come out of their track, or come out of place due to weather, improperly-fitting covers, or water bags that develop leaks.

The pool closing charge covers only the services described above. Any additional work performed beyond the scope of this closing service will be charged on a time and materials basis.

* Please note: If you need to change or cancel your pool closing date, we require a minimum of 48-hours advance notice, otherwise a minimum charge will apply.

If you have any further questions about any of our services, please do not hesitate to contact us!

Phone: (905) 857-3830

Email: breezewood@breezewoodpools.ca

Website: <http://www.breezewoodpools.ca/>

Store Location: 274 Queen Street South, Bolton

Thank you for your business, we look forward to serving all of your swimming pool needs!

The Breezewood Team