

PO BOX 151
120 West 9th Street
Silverthorne, CO 80498

Office (970) 468-8367
Fax (970) 468-6263
www.kaupaswater.com



Pool and Spa Service Information Sheet

Customer Name: _____

Email Address: _____

Local Phone Number: _____ Fax: _____

Residence Physical Address: _____

Billing Name and Address: _____

Responsible Person: _____ Phone: _____

Property Management Company: _____

Gate or Security Code: _____ Key needed? _____ Access notes: _____

Out of Town Phone Number: _____ Fax: _____

Out of Town Address: _____

Service needed (circle one): Weekly / Biweekly Type: Pool / Hot Tub

Equipment location: _____

Breaker Location or Emergency Disconnected: _____

Other information you would like us to know: _____

Information below to be filled out by Service Technician

Make/Model: _____ Serial#: _____

Gallons: _____ Cover Information: _____

Equipment: _____

Circ. Pump: _____ Jet Pump: _____

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Service/Maintenance Agreement

_____ agrees to have Kaupas Water service/maintain _____ pool(s)
and/or _____ spa(s) at _____.

Service will be maintained on a **weekly / biweekly** basis. (Please circle one).

Weekly service is recommended for best results, and high rental locations.

The Basic (regular) Pool/Spa Service Included:

1. Clean and vacuum debris
2. Clean tile line and/or spa rim
3. Clean filter cartridge or backwash sand filter as necessary
4. Check and adjust water level for proper operation
5. Check and adjust chemicals
6. Check equipment including cleaning pump strainer baskets

The customer will be billed at the end of each month for all service, chemicals, and supplies provided during the month. Basic (regular) weekly and biweekly service for spas up to 1000 gallons will be billed on a per visit rate. All other services, including spas (over 1000 gallons), pools and services other than weekly and biweekly are billed at hourly rates.

Additional services provided by Kaupas Water (not included in Basic Service Fee):

1. Necessary chemicals and materials. Kaupas Water will sell and maintain a minimum chemical supply inventory at the residence. This list can be altered due to special conditions of each individual pool/spa and can be increased / decreased as needed per service man.

-Sample list of chemicals and materials that may be provided:

- | | | | |
|---------------------------------|----------|------------|---------------|
| -PH up | -PH down | -Foam Down | -Clarifier |
| -Sanitizer | -Shock | -Cleanser | -Test Kit |
| -Thermometer-Floating Dispenser | | | -Spare Filter |

2. Non-regular services
3. Clean area around system and equipment area. Including snow removal when necessary

Kaupas Water will also perform any other service not included in the basic services that include the following:

1. Acid wash, buff and polish shell
2. Drain, clean, and refill system
3. Clean cover and apply cover protectant
4. Start Ups/Winterizing
5. Technical repair calls

Customer Signature: _____ Date: _____

By signing customer agrees to all conditions stated above. It is the customer's responsibility to know the cost of products, service rates and to pay bills on time.

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Conditions of Agreement

The Customer Understand and Agrees that any emergency conditions discovered by our Service Technicians will be dealt with promptly in order to prevent further damage to the system and surrounding structure. Such conditions will be billed out on a time and materials basis. We will make every effort to contact the Customer concerning the emergency conditions. Other conditions or non-emergency conditions will be reported to the customer or Customer Agent for approval prior to work commencing. We do have, for your convenience, a no notice needed default amount of \$100.00 set for 'non-emergency' conditions such as, but not limited to: filter replacement, chemical replacement and any other 'non-regular' service items. If this \$100.00 default amount is not suitable to you, please call us directly to make arrangements for a different amount that may be better suited to your needs.

Customer's Signature: _____ **Date:** _____

Conditions:

1. Customer will provide access to the system, including electrical disconnect and water supply. Additional charges may be required if access is unduly complicated or not possible.
2. Kaupas Water will charge for snow removal
3. Customer agrees Kaupas Water will provide service and repairs for system
4. Customer will not hold Kaupas Water responsible for any claim arising from damage to the equipment or premises except as a direct result of gross negligence or misconduct by Kaupas Water.
5. Customer understands that water in pools and spas creates humidity and agrees not to hold Kaupas Water responsible for any claim arising from damage to equipment or premises resulting from excessive humidity.
6. Customer warrants that the system is functioning properly
7. Prices and rates are subject to change
8. Customer will provide proper and safe storage for pool and spa chemicals in a weatherproof, lockable, accessible container.
9. Customer will notify Kaupas Water in writing within 15 days of cancellation of service

Customer Signature: _____ **Date:** _____

All invoices are due upon receipt. Failure to pay outstanding balance within 30 days can result in service/maintenance cancellation, finance charges and your account being sent to collections. Customer agrees to pay the cost of collection, including reasonable attorney's fees. Kaupas Water will not be responsible for damages resulting in service/maintenance cancellation.

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Description	Service Provided	Cost
Weekly Spa Service or Biweekly Spa Service (spas up to 1000 gallons)	Vacuum, skim, check components, check and adjust chemicals. If additional parts, services or chemicals needed, an additional charge is added	\$40.00 /Visit
Weekly Pool Service or Biweekly Services (spas over 1000 gallons)	Same as above	\$90.00 /Hour
Multiple Pool/Spa service	Same as above	\$90.00/Hour
Pond Service	Same as above	\$90.00/Hour
One Time Service	Same as above	\$90.00/Hour (min 1 hour)
Spa Orientation	Orientation on how to use spa controls and adjust chemicals	\$90.00/Hour (min 1 hour)
Start-Up Pool/Spa	Start up, check components, check and adjust chemicals	\$90.00/Hour (min 1 hour)
Drain and Clean Pool/Spa	Drain, clean surface, clean filter, refill and adjust chemicals	\$90.00/Hour (min 1.5 hours)
Winterize Pool/Spa	Drain, blow out lines and remove equipment plugs	\$90.00/Hour (min 2 hours)
Technical repairs	Repairs made by a technician	\$90.00/Hour (min 1 hour)
Evaluations	Appraisal and complete evaluation of pool/ spa	\$90.00/Hour (min 1 hour)
Water Analysis (pools/spas)	Test for PH, total alkalinity, chlorine/bromine levels, calcium hardness, acid demand, etc.	\$25.00 Fee if on service visit

I have read and understand the charges listed above:

Customer Signature: _____ Date: _____

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Irrevocable & Unconditional Credit Card Authorization Form

I/We unconditionally authorize Kaupas Water Labs to charge to the following Credit Card on our behalf for any purchases authorized by”

Card Types (circle one): **VISA** **MASTERCARD** **AMERICAN EXPRESS**

These purchases, for goods, services, rentals and deposits are authorized to be made in person over the telephone by cardholder.

Name on Card

Card Number

Security Code

Expiration Date

Billing Address with Zip Code

Authorized Account User Names: _____

Telephone Numbers: Office: _____ Home: _____
Cell: _____ Fax: _____

This agreement will remain in effect until written notice is received by Kaupas Water Labs, INC. Po Box 151 Silverthorne, CO 80498.

By signing this agreement, I also state that I/We have received a copy of this authorization.

Signature of Card holder

Date

Print Name