



Weekly Maintenance FAQ's

Answers to some common questions about us!

What makes Pace Pool & Spa Different?

We exist to bring **peace of mind** to your pool care. Our trained and continually educated technicians maintain your pool so you can enjoy it with **confidence**.

We invest in professional development, transparent communication through our client portal, and long-term accountability as a locally owned business with a physical retail presence. We're not just a service truck, **we're a trusted, established company committed to protecting your investment year-round.**

How often do you service my pool?

We provide **weekly** professional maintenance to ensure proper sanitation, water balance, and equipment performance. Consistent service prevents algae growth, equipment damage, and costly repairs.

Do you bill weekly or monthly?

We bill weekly service **monthly** for consistency. Because the calendar includes several five-week months, those additional weeks provide flexibility for holidays or scheduling adjustments. This structure ensures you still receive consistent annual care without billing fluctuations.

Why do chemical needs increase in summer?

Heat, rainfall, and swimmer activity significantly increase chlorine demand and affect pH balance. During peak Florida summer months, pools require more sanitizer to stay safe and clear. Cooler months typically require less adjustment.

Why is year-round service important?

Water chemistry should be maintained year-round to prevent **algae, corrosion, deterioration of equipment systems and pool surfaces, and expensive repairs**. As the eyes and ears of your pool, we monitor its condition weekly and provide qualified repair solutions to protect your investment 365 days a year.

Are repairs included?

While repair costs are **not** included in your monthly maintenance service, routine replacement parts under \$50 (gaskets, baskets, pressure gauges, etc.) are replaced as needed and billed accordingly. Repairs over \$50 are always discussed with you before work is completed.

Do you track service visits?

We do! We use **LOU**, an industry specific platform, to track visits. LOU also provides a client portal that allows you to see a history of visits, completed repair work, view and pay invoices, update payment information, and update communication preferences. We also use **GPS** tracking in our vehicles.

Will I always have the same person cleaning my pool each week?

We strive to keep consistent technicians on each route to build familiarity and trust. Occasionally, scheduling or staffing needs may require changes. Regardless of who services your pool, you can expect the same trained professionals and consistent standards of care.

How long have you been in business?

Pace Pool & Spa Service was founded as a family business in **1999**, and it is still a family owned business today!

Are you licensed and insured?

Yes! Pace Pool & Spa Service is fully licensed and insured to perform professional pool maintenance and repair work in Florida. We follow industry standards and best practices to protect your property and investment. **License# RP252554871**
