



# 2024 OPENING SERVICE REQUEST FORM

PHONE: 631-586-2135 | FAX: 631-392-0451 | E-MAIL: [SERVICE@SKYBLUEPOOLS.NET](mailto:SERVICE@SKYBLUEPOOLS.NET)

*No opening or maintenance services will be scheduled without this form completed and on file in our office.*

RETURN COMPLETED FORM WITH DEPOSIT VIA EMAIL OR MAIL TO 94 NORTH INDUSTRY CT. DEER PARK, NY 11729

Please select service needed and fill out form completely, front and back.

**\*\*DUE TO RISING FUEL COSTS SKY BLUE POOLS WILL CHARGE A \$5.00 FUEL CHARGE PER VISIT\*\***

NAME: \_\_\_\_\_ PHONE: \_\_\_\_\_ EMAIL: \_\_\_\_\_

ADDRESS: \_\_\_\_\_ TOWN: \_\_\_\_\_ ZIP: \_\_\_\_\_

**REQUESTED DATE OF SERVICE :**      **1<sup>ST</sup> Choice:** \_\_\_\_\_/2024      **2<sup>nd</sup> Choice:** \_\_\_\_\_/2024

**Please check-off all requested services:**

Please perform all necessary services to summerize my pool/spa for the 2023 season. <i>(Does not include cleaning services unless indicated below)</i> <b>*Sky Blue Pools recommends follow up backwash and shock services if pool opens and water is not clear (not included in pool opening costs)*</b>			
Summerize Pool	\$370.00	Safety Fence	\$195.00/hr.
Summerize Pool & Spa Combo	\$545.00	Cable System	\$195.00/hr.
Summerize Spa <i>(Stand-alone)</i>	\$300.00	Remove Water & Debris from Cover	\$125/hr.
Heater <i>(Gas/Propane)</i> <sup>23</sup>	\$50.00	Labor <i>(if repairs are required; doesn't include parts or supplies)</i>	\$195.00/hr.
Pool Cleaner Pump <i>(Polaris, etc)</i>	\$40.00	Convenience Fee/Late Cancellation Fee <sup>11</sup> (applies if Sky Blue Pools arrives for service and appointment is canceled on-the-spot)	\$100.00
Additional Pump	\$40.00	Return Visit <sup>6</sup>	\$100.00
Chlorine Generator [Saltwater System]	\$25.00	Backwash Service <i>(per visit; doesn't include chemicals)</i>	\$100.00
Blower	\$20.00	Initial Power Vacuum <i>(per visit; doesn't include chemicals)</i> <sup>8</sup>	\$120/hr.

\*All customers are subject to a "Return Visit" fee (\$100) once we arrive for any service, regardless if work is completed or not\*

\*Other fees are subject to apply upon invoice review. Total cost of your service will be determined by the technician at time of service.\*

## **SPECIAL NOTES & REQUESTS:**

**DEPOSIT OF REQUIRED TO SECURE OPENING DATE.** To ensure your pool is ready for Memorial Day weekend, please be sure to schedule your opening date for prior to 5/10/24. **DEPOSIT OF \$100 DUE AT TIME OF SCHEDULING APPOINTMENT TO BE APPLIED TO TOTAL COST OF OPENING.** No service will be performed without a deposit and updated Credit Card Authorization form on file. By signing this document, you agree to the above requested services being performed by Sky Blue Pools and all Terms and Conditions accompanying this 2024 Request Form including rendering payment at time of service or having the card on file charged for all fees incurred at service without customer notification. Sky Blue Pools has the right to stop service if payment is not received.

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

## Terms & Conditions

### DISCLAIMER

1. Upon completion of a service appointment, Sky Blue Pools releases any responsibility to maintain a customer's pool unless an agreement has been established requesting such services.
2. Sky Blue Pools is not responsible for failure of or damage to coping, swimming pool structure, or any equipment that may be a result of slippage, buried debris, runoff, fire, storm, flood, earthquakes, and other occurrences deemed to be acts of God or the direct result of negligence by the Homeowner. Furthermore, Sky Blue Pools is not responsible for damages or failure of vinyl liners that are in poor condition. The customer assumes all responsibility for any damages and fees associated with said damages that may occur as a result of requested services. (i.e. an aged liner cracking from stress of a power vacuum service).
3. Sky Blue Pools is not responsible for any equipment stored at the jobsite. It is the customer's responsibility to appropriately store their own equipment.

### HOMEOWNER RESPONSIBILITY

1. The "Owner" accepts responsibility for the property at the address listed on the Customer Service Agreement and as such asserts all responsibility for this property as Homeowner.
2. The Homeowner is fully responsible for supplying water, electricity, and fuel as necessary to properly operate equipment and perform requested services.
3. It is the Homeowner's sole responsibility to obtain any necessary permits and pay any fee(s) to municipalities as is required as a prerequisite to emptying a pool or spa. Any fines incurred due to the discharge of water are the Homeowner's financial responsibility.
4. The Homeowner agrees to have the swimming pool/spa water level raised to proper-operating level prior to service (at least to the middle of the skimmers). A proper external electrical outlet as indicated by code and water source must be available.
5. For Opening services, upon arrival of the technician, if there is water and/or debris on the cover, the customer is responsible for the fee of \$120/hour for removal of the water and debris.
6. For Opening services, if the system cannot be started at time of scheduled service, the customer agrees to pay a \$100 Return Visit Fee at the time of the return visit in addition to the applicable opening fee(s).
7. The Homeowner accepts all responsibility for providing a safe work environment for all Sky Blue Pools service employees; this includes but is not limited to extermination of insects, wild animals, proper electrical fixtures, and other measures to ensure safety of all workers.
8. For vacuum services, the customer is responsible for notifying Sky Blue Pools if their pool is not ready for vacuum services. Should a service technician arrive at the home and be unable to perform a scheduled vacuum service, the customer is responsible for a \$100 Return Visit Fee.
9. Should a customer wish to supply chemicals for services, it is the homeowner's responsibility to have all supplies readily accessible at time of appointment or the customer will be responsible for charges for chemicals supplied by Sky Blue Pools.
10. The homeowner is responsible for the integrity, adequate storage, and proper maintenance of all equipment including but not limited to pumps, heaters, filters, and liners. Sky Blue Pools will not be held responsible for subsequent equipment failure including but not limited to components and unrelated equipment that may occur during or after service is performed. Sky Blue Pools does not and cannot guarantee the integrity of a customer's equipment and it must be understood that the repair of one element may result in other component/equipment failure as a result in changes in stress, pressure, etc.
11. **Service appointments are confirmed with a minimum of 24-hour notice prior to the service date. If the Homeowner must cancel services, Sky Blue Pools requires prior notification. Any appointment for any service that is not canceled prior to the arrival of servicemen to the home is subject to the \$100.00 convenience fee.**

### DELAYS AND SERVICE CHANGES

12. All appointments are confirmed by our office with a minimum of 24-hour notice. Any appointment that is not satisfactorily confirmed by the customer will be cancelled at the discretion of Sky Blue Pools.
13. It is the goal and intention of Sky Blue Pools to perform all requested and confirmed services in a timely manner with exception of when external elements deem this impossible. This includes issues related to inclement weather, acts of God, lack of access to swimming pool/spa on the owner's part, and other elements outside the control of Sky Blue Pools.
14. Any changes to the scope of work should be accounted for in writing and payment for such services must be rendered at time of service unless otherwise agreed upon prior to the completion of service.

### PAYMENT

15. No work shall be performed without a completed and signed Customer Service Agreement and Credit Card Authorization on file with Sky Blue Pools. **Sky Blue Pools has to right to stop service if payment is not received.**
16. To cover the cost of credit card acceptance, we pass on a Credit Card Charge. This fee is not more than our cost of accepting cards. There is no fee for debit cards.
17. Payment and Terms: Invoices are payable on receipt; the service invoice serves as a copy of the invoice to be paid. Any payment courtesy extended by Sky Blue Pools is void after 2 weeks from the service appointment at which time Sky Blue Pools is authorized to charge the credit card provided prior to service. **Any unpaid invoice is subject to \$10.00 late fee per invoice, every 30 days the invoice is unpaid.** In the event of delinquency resulting in collections fees, attorney fees, or any other fee incurred to recover due funds is the sole responsibility of the customer. Any check deposited in the bank that is subsequently returned for insufficient funds will be subject to a \$35.00 fee.
18. Any discrepancy or dispute regarding an invoice shall be deemed invalid after 30 days of the invoice date. After 30 days, the entire amount due will be valid and not available for negotiation.

### WARRANTY

Sky Blue Pools guarantees all workmanship for up to one year from the original service date. Any equipment or material is subject to the manufacturer's limited 1 year warranty unless otherwise explicitly outlined in the job order. Any malfunction or defect in equipment or workmanship should be reported within 24 hours of the original repair; Sky Blue Pools will make the repair pending all terms and conditions of the service agreement have been withheld and payment was made to Sky Blue Pools as described in payment terms of this agreement. Warranty of service and parts is due to the original signee of this agreement and is non-transferrable unless explicitly documented as such. Any warranty service regarding malfunction of equipment or workmanship that is reported will be repaired as soon as possible by Sky Blue Pools, schedule permitting (usually within 24 to 48 hours). Sky Blue Pools will not warranty or be held financially responsible for services rendered by an outside vendor or competitor including those that may be contracted to correct a workmanship or equipment defect that has resulted from a Sky Blue Pools service. Sky Blue Pools and Sky Blue Pools only is responsible for completing such repairs; should an outside vendor be contracted to perform service, all warranties as outlined by Sky Blue Pools will be voided unless explicitly stated in writing to the customer.

### INDEMNIFICATION

The Homeowner shall indemnify and hold Sky Blue Pools harmless for any claims or litigation commenced against Sky Blue Pools due to the Homeowner's breach of any provision in this agreement.

### NOTES

19. It is the customers' responsibility to add additional shock and backwash/rinse their cartridge until the pool is satisfactorily clear for the power vacuum. Further instruction can be found under the FAQ section at [www.skybluepools.net](http://www.skybluepools.net).
20. All equipment storage areas should be cleared and made accessible prior to service appointments. Sky Blue Pools is not responsible for damages to customer's property that is adjacent to pool equipment that must be accessed.
21. Cover installation is not included with closing; additional pricing can be requested if this service is necessary.
22. Pool closings scheduled after November 1<sup>st</sup> are subject to additional fees and an increased base price.
23. Water always runs through a pool heater unless the unit has been satisfactorily bypassed. The unit must be summerized and winterized to prevent leaking. Sky Blue Pools will attempt to fire the heater at startup. The fee for summerizing the heater includes reinstalling drain plugs, pressure switches, and attempting to fire. Summerizing the heater does not guarantee that the heater will successfully fire upon attempt

\*\*\*Terms & Conditions are subject to change without notification at any point as necessary.\*\*\*

\*By Signing this document, you agree to all Terms and Conditions\*

Signature

Date