

**Welcome!**

## **2025 Pool Opening – Service Request Forms**

[OPENING FORM - for Non-Weekly/Bi-Weekly Customers](#)

**Advance Payment Required.** This option is for any customer who is **not currently, and has not been**, a weekly or bi-weekly service customer during the 2024 Pool Season.

[OPENING FORM - for Current and Returning Customer 2024 Weekly/Bi-Weekly Customers](#)

This option is for current and returning 2024 weekly or bi-weekly service customers only. **Pool opening requests from other customers will not be processed here.** We appreciate your understanding.

### **Pool Opening – Guidelines**

**As we prepare to open your pool for the 2025 season, please take note of the following guidelines that are essential to ensure a smooth and successful pool opening. Our team will address these conditions to make sure your pool is clean, safe, and ready for an enjoyable summer season.**

**Opening Services: All Pool Openings are scheduled on a “First Come, First Served” basis for a specific week, not for specific days or times.** If for any reason we are unable to accommodate your chosen week, we will notify you with an alternate date. To secure your preferred week, please submit your opening request as early as possible.

**Please Read:** Prior to your scheduled pool opening, please (1) fill your pool at least halfway up the tile and/or into the skimmer; (2) any equipment that was stored at your pool closing, including the pool safety cover, should be placed in plain sight near the pool deck; (3) ensure the electrical power for the pool equipment is turned on and that access to any automation controls is available; and (4) make sure all gates and entryways are accessible for the technicians.

**Friendly Reminder:** Please leash your pets 🐾 Thanks!

### **Payments**

Payment for all Pool Openings must be made in advance, except for current weekly and bi-weekly service customers. We accept most credit cards, including PayPal. Additional balancing and/or auxiliary chemicals (delivered or added), missing parts, and accessories will be noted on your opening door tag or on a service checklist and will be billed separately. We will reach out to you before proceeding with any repairs.

### **Pool Repairs and Safety**

Any repair recommendations during the opening service will be noted on your opening door tag or on a service checklist. We will reach out to you before proceeding with any repairs. **Note:** If any immediate repairs are necessary for safety reasons, the pool technician will attempt to take appropriate measures to ensure safety for everyone and perform those repairs as soon as possible.

## Your Pool Opening Week

**Openings are Scheduled on Weekdays Only and begin on Mondays**

### Pool Opening Notifications

**You will be notified via email and text** the week prior to your requested pool opening week, specifically on Wednesday, Thursday, or Friday, informing you of the exact day the opening may take place.

**Opt-in [HERE](#) to receive SMS/Text notifications before your Pool Opening.**

### Pool Opening Services Overview

#### Pool Opening and Summerizing Service Overview

1. Remove winter plugs.
2. Add a Pool Chemical Kit\* to help eliminate bacteria and algae (upon request).
3. Start up the equipment.
4. Inspect and start the Heater\* (upon request).
5. Install return fittings, skimmer, and pump baskets.
6. Install deck equipment (e.g., ladders, handrails).
7. Remove the Pool Safety Cover\*, fold it, place it into a bag with winterizing plugs, and store it (upon request).
8. Secure Deck Anchors\* (included with Cover Removal option only).
9. A Return Service after Opening\* is recommended. Refer to **Follow-Up Vacuum and Chemical Services**.

**\*Additional Charges: Additional charges apply for Pool Opening services listed above with an (\*) asterisk.** A Pool Opening does not include the cost of balancing chemicals, auxiliary chemicals or pool salt, and will be billed later. Customers will be notified of additional charges via email, phone call, or through a note on the door tag or service checklist. These charges will also apply for services, parts, or extra water features not selected on this Pool Opening Form.

Additional cleaning and chemical balancing may be necessary within a few days following your Pool Opening (refer to **Return Service Options After Pool Opening on opening form**). Each return service will incur an additional cost of \$110.00.

**Vacuum Service:** All Pool Openings will be performed **without** vacuum service unless requested. (refer to **Pool Opening - Vacuum Service – Remove Dirt & Debris on opening form**) Cost does not include balancing chemicals, auxiliary chemicals or pool salt, and will be billed later.