

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 are preparing 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.

Your Pool Opening Week

Openings are usually scheduled on Monday, Tuesday and Wednesday only. Each Service Week begins on Monday.

Pool Opening Notifications

You will be notified via email, text and/or a phone call 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.

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 \$120.00.**

Vacuum Service: All Pool Openings will be performed **without** vacuum service unless requested and **at an additional cost of \$120.00** (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.

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. If any immediate repairs are necessary for safety reasons, the pool technician will attempt to take appropriate measures to ensure safety for everyone.

Notice: In accordance with Pennsylvania's residential pool safety regulations, if any immediate repairs are deemed necessary to mitigate safety hazards, the pool technician is authorized to implement reasonable corrective measures to ensure compliance with safety standards and protect all individuals utilizing the pool. Homeowners are advised to maintain all required safety barriers, including fencing and alarms, as mandated by state law.